

# STANDARDIZING A CENTRAL DOCUMENT MANAGEMENT PLATFORM FOR A PHARMA COMPANY

## BUSINESS GOALS

The client is a multinational specialty pharmaceutical company headquartered in Canada. They have experienced rapid and exponential growth due to mergers and acquisitions, and asked Atos Syntel to ensure 100% document retrieval capabilities in order to comply with all regulations and audits from health authorities.



## BUSINESS BENEFITS

- INDEXED AND DIGITIZED 1.7+ MILLION PAGES FROM REGULATORY AFFAIRS AND QUALITY ASSURANCE DEPARTMENT IN THE FIRST YEAR
- ENSURED AUDIT AND RESPONSE READINESS WITH 100% DOCUMENT RETRIEVAL FOR ALL ACQUIRED COMPANIES
- ACHIEVED 100% PRODUCT DOCUMENT TRACEABILITY (PHYSICAL AND ELECTRONIC) USING OUR IN-HOUSE TOOLS
- STANDARDIZED THE DIGITIZATION PROCESS BY BUILDING SOPs THAT CAN BE EMPLOYED FOR ALL FUTURE DIGITIZATION PROCESSES
- COST EFFECTIVE ONSITE/OFFSHORE OPERATIONS MODEL, WITH CENTERS IN THE U.S. AND INDIA

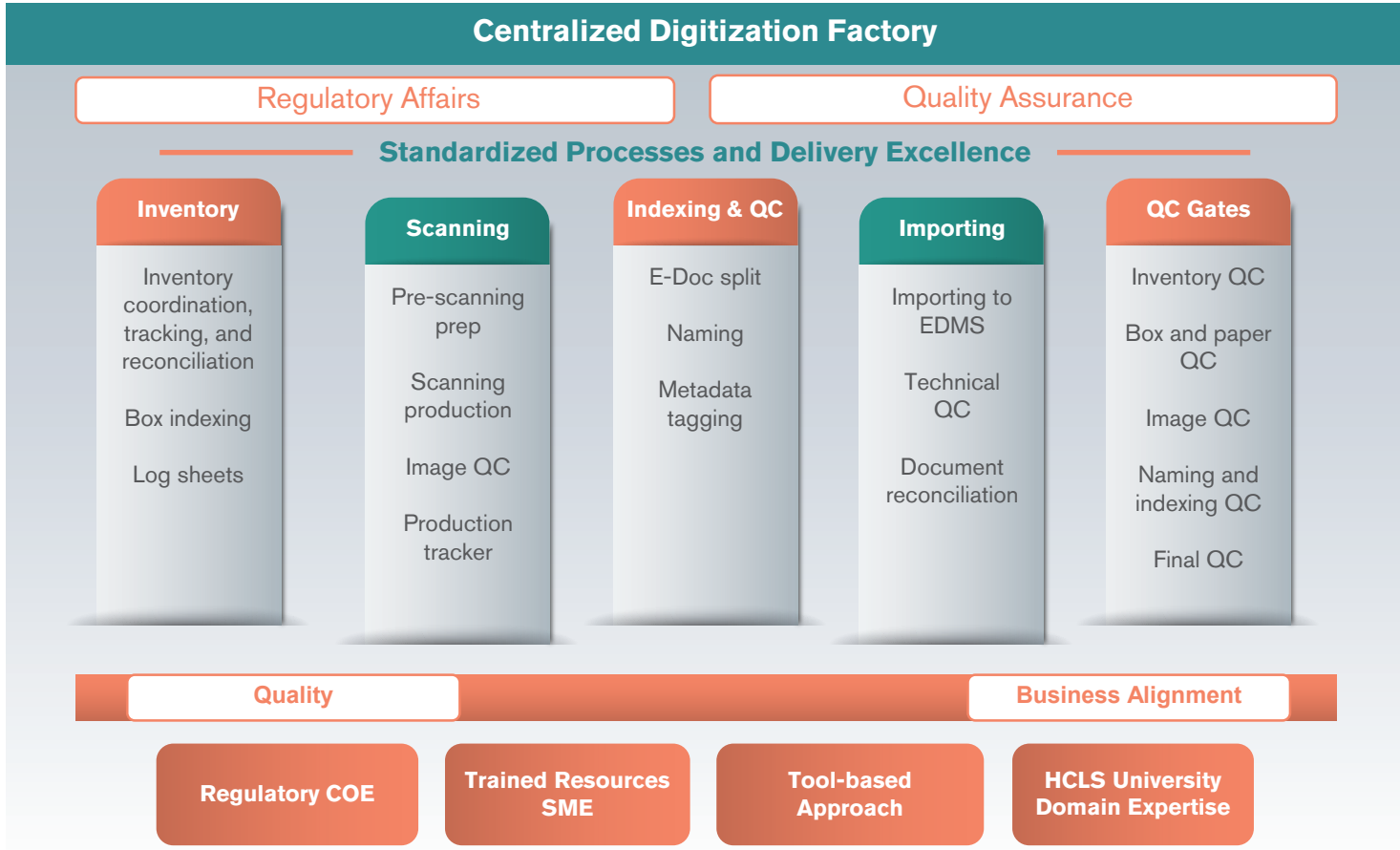
## CHALLENGES

- Decentralized document management operations led to scattered data from various organizations
- No centralized, integrated indexing application, leading to slower document retrieval
- Outdated records management policies and procedures
- Lack of standard operating procedures (SOP) and work instructions (WIs)
- No defined service level agreements (SLA) for records management

## SOLUTION

- Built a **Centralized Digitization Factory** to handle inventory management, scanning, indexing, quality check, importing, and archiving activities
- Provided document management support for ongoing mergers and acquisitions
- Migrated legacy documents to a standard, harmonized electronic format
- Built a master inventory index to create horizontal and vertical traceability for every document processed
- Created and updated SOPs and work instructions using a factory model

PROCESS FLOW



**About Atos Syntel**

Atos Syntel is a leading global provider of integrated information technology and knowledge process services. Atos Syntel helps global enterprises evolve the core by leveraging automation, scaled agile and cloud platforms to build efficient application development and management, testing and infrastructure solutions. Our digital services enable companies to engage customers, discover new insights through analytics, and create a more connected enterprise through the internet of things. Our "Customer for Life" philosophy builds collaborative partnerships and creates long-term client value by investing in IP, solutions and industry-focused delivery teams with deep domain knowledge.

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