



Delivering operational efficiency with Document Management systems

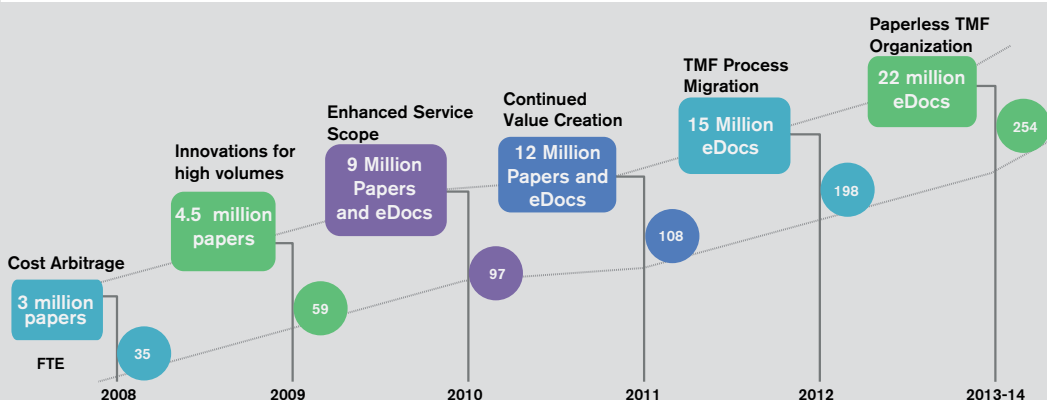
Client: One of the largest global pharmaceutical companies of the world.

Challenges

- Manage essential process like DMS with high operational efficiency and regulatory compliance
- Streamline collaboration, document handling and query management
- Automation in receiving, QC, and indexing of paper records.
- Migration of clinical documents to new repository
- Support submissions, audit and compliance
- Consulting services for mid-term and short-term strategy buildings

Solution

- DMS process support ensuring compliance with existing and new regulations for audits and submissions
- Built Common Access Centre (CAC) to receive and process clinical documents from all sites
- Built SharePoint eDMS solution for internal and external stakeholders
- Continuous automated monitoring of controls/documentum
- Migrated TMF documents to new platform (FirstDocs)
- Quarterly strategy built for process enhancement and QC frame work developed



Results



- \$16 Million Savings over span of 6 years
- 22 Million eDocs processed
- Savings of 20 % y-o-y by moving operations to low cost geographies
- 34.33% increase in productivity by decreasing manual efforts
- Resources trained on standard processes and methodology - training period reduced to 4 weeks from 6 weeks
- Decrease request handling turnaround time (TAT) by 50%
- Reduce Duplicity by 5%