Top 25 Biopharma IT Quality Department Implements New Managed Services Strategy and Achieves Greater Value

CASE STUDY

BUSINESS CHALLENGE

The IT Quality organization of a Top 25 pharma client was focused on responding to the highly variable and ever-changing set of business needs centered on compliance of the company's computer systems. These varied requests were coming from every business and technical group with GxP systems to maintain or deploy. The team structure was a mix of dedicated personnel and contractors from various firms. Given the fluctuating nature of the inbound projects and lack of processes, the department missed key deadlines and experienced the following challenges.

√ Costly resource management efforts to constantly qualify, on-board, transition and train candidates

√ Inability to deliver continuous improvements, streamlined processes and effective methodologies to the company's IT Quality stakeholders

√ Inability to deliver effective capacity management for internal and supplier resources

√ Failure to preserve intellectual property due to insufficient knowledge management

√ Lack of streamlined processes and oversight prevented the team from meeting optimization and cost-savings objectives

SOLUTION

In partnership with the client, Verista consultants analyzed the situation and developed a delivery model based on Verista 360^0 Managed Solutions, consisting of repeatable processes, a reliable pool of highly qualified personnel, rapid onboarding, training and transition process, and a highly responsive work allocation, management and measurement model. This elevated the capabilities of and created a more responsive IT Quality team that could support the ever-evolving needs of the organization.

During the project we reviewed and optimized processes to ensure consistent and streamlined project execution, resource allocation, metrics capture and reporting. Key elements of the solution included:

√ Repeatable and predictable onboarding and knowledge transfer processes

√ Quality, compliance and knowledge base accelerators to support every aspect of the Managed Service engagement

√ Dynamic Capacity Model that included a core and flex team to scale and meet demand of the project pipeline

√ A 360 degree view of all projects to enable effective scale based on business needs that's proactive and delivers continuous improvements

√ Senior management oversight and SME support for the team and client

CLIENT RESULTS

√ Significant reduction in client management involvement associated with all aspects of service delivery

√ Faster training, improved knowledge transfer and reduced costs via streamlined onboarding processes

√ Fewer timeline and delivery backlogs due to scalable resources and consulting support

√ Enhanced knowledge base via best-in-class management processes and tools

REDUCED LATE PROJECTS BY 20%

by ensuring that IT Quality resources were available and reviews were performed in a timely manner.

REDUCED REWORK BY 25%

via streamlined processes and improved user SOP training.

GREATER RESOURCE EFFICIENCY

by creating a work intake process that allowed any resource to perform reviews rather than assign a dedicated person to the task, significantly reducing idle time. Also, by applying a flexible resource model, talent was easily applied to manage the ebbs and flows of workload to meet a deadline then moving them to a different task to improve that area of the project.

REDUCED COSTS 10% ANNUALLY

by eliminating ramp up time, allocating work efficiently and realigning tasks with appropriately skilled personnel.

ABOUT VERISTA

Verista is a leading business and technology consultancy firm that provides systems, compliance, validation and quality solutions to life science companies enabling them to improve health and improve lives. We help clients solve their most critical and complex challenges across the GxP lifecycle, from preclinical and clinical to commercialization, manufacturing and distribution – bringing together decades of knowledge, the most advanced engagement platforms and transformative technologies. This allows clients to benefit from the ease, efficiency and trust that results from working with one partner who excels across specialties. Verista's clients trust the company's experts to deliver consistent, safe, and high-quality results across the product development lifecycle.

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