

Strategic Outsourcing of mature product portfolio

Full responsibility for all global RA maintenance activities

Challenge



Global regulatory support for established product portfolio

- Global innovator company
- Outsourcing parts of their mature product portfolio
- 60+ products in different therapeutic areas
- 875 MAs in Europe, 1.987 MAs International (incl. CN, AUS, CAN)

Solution



Taking over full responsibility of global RA maintenance & implementation of near-shore hub

- Program governance structure with clear responsibilities and common decision board
- Commonly agreed implementation plan with ambitious ramping up of staff
- Pragmatic modifications of customers processes where applicable
- Definition and tracking of KPIs and budget
- Phased in implementation of high quality near-shoring option to reduce prices further

Outcome



Workload for client reduced allowing focus on key competencies and strategic products

- Strategic partnership as win-win situations for customers and PharmaLex
- Fluctuations in workload fully handled by PharmaLex staff
- Controlling and performance measurement via budget and KPIs
- Process consultancy and operative innovations as part of the program