

Portfolio Maintenance Outsourcing – Global RA responsibility



Challenge

Outsourcing of global well-established products

- Client was a multinational Swiss-based company
- Due to capacity constraints the company intended to transfer outsource several mature products of their Consumer Care portfolio (OTC, Food and cosmetics)
- Within the transfer all maintenance activities including labelling support and electronic publishing should be handled



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
- Implementation of near-shoring option to reduce prices further with no loss in quality of submission after 1 year



Outcome

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

- Full compliance and maintenance of all outsourced products – with very limited oversight by client
- Temporary fluctuations in workload handled by PharmaLex staff
- Performance measurement via KPIs
- Long term budget control with significant reduction over time
- Process consultancy and operative innovations as part of the program