

# Portfolio Maintenance Outsourcing

## Local RA responsibility – EU

Creation of an EU Hub Model to outsource common activities in the EU



### Challenge

Client plans to outsource RA activities in EU countries for defined products

- High workload in local affiliates for established product portfolio in the EU
- New products registered in the countries lead to increasing workload
- Full RA responsibility for an established product portfolio to be outsourced for 16 EU countries
- Cover of all RA life cycle management tasks including labeling and interaction with local partners (incl. PV, medical)
- HA interactions done directly by PharmaLex



### Solution

Create a central Outsourcing hub in Spain to handle local affiliate outsourcing

- PharmaLex established a hub model, where all common activities in the EU are handled centrally out of Spain
- Local affiliates established in all countries supporting the hub with local specific (language related) tasks
- Harmonization of procedures and activities across involved countries
- Dedicated team in Spain acting as a single point of contact for client



### Outcome

Highly efficient and cost-effective outsourcing model based on an EU hub in Spain

- High synergies achieved since common tasks are completed by the hub in Spain
- High harmonization across EU countries achieved due standardization of procedures in concerned countries
- Standard tasks (e.g. database handling) done by experts in the hub generating efficiency
- Highly effective model, allowing reduction of resources and costs for the client