

# Support with retrieval of ICSR Follow-Up information



## Challenge

Taking over single tasks within a complex client infrastructure

- ICSR processing carried out within the client organization following client's procedural documents
- Need to outsource retrieval of follow-Up information as one single part of ICSR processing due to limited resources
- Wish to streamline the process with only one preferred service provider
- Integration of PharmaLex personnel into given processes and procedural documents



## Solution

Creation of a stable and well-defined interface between client and PharmaLex

- Detailed analysis of client's ICSR processing and corresponding procedural documents
- Deep understanding of the client's expectations and challenges
- Define interface between client and PharmaLex allowing streamlined support by PharmaLex within client process
- Integration of a PharmaLex project team specifically trained on the client's situation and documents
- Provide one single point of contact for the client



## Outcome

High flexibility of PharmaLex allowing smooth integration of staff and processes

- One preferred service provider for retrieval of follow-up information
- Reduction of workload in the PV department
- Capability of flexible up- and downscaling of resources allowing to address peaks and remaining fully compliant at all time
- A defined project team and a single point of contact at PharmaLex provide continuity and straightforward communication