

# Case Processing Services

## Challenge



Global pharmaceutical company leader manufacturing and marketing of a large portfolio

- High number of ICSRs received daily from different sources WW (10,000+ ICSRs / year)
- Challenging internal timelines for PV activities
- Limited resources in the client affiliates.
- High volume of SOPs and Working Practices to follow daily
- Harmonization of processes in all local affiliates: China, Italy, Brazil, Venezuela, UK, The Netherlands, Peru, Belgium, Australia, Romania, Canada and US

## Solution



Highly adaptable and flexible project set-up

- Support to MAH on case processing activities
- Communication plan with local affiliates
- Daily average of 8-9 FTEs with potential to ramp-up to 16 fully trained FTEs to assume extra-volumes
- Retrieval, validation, processing, review and reporting of cases
- Process tracking and system established for regular updates and monitoring progress
- System disruption plan and escalation process
- Quality Control Plan including quality control, quality assurance and continuous improvement

## Outcome



Reduction of workload in the local affiliates offering flexible resources solutions

- Recruitment of highly qualified and motivated personnel
- Benefit from the knowledge and skills of PharmaLex employees
- Alignment and standardization on following client SOPs, Working Practices and Policies
- Expertise in Argus database
- Oversight plan and KPIs management
- Reduction of costs associated to staff and facilities
- Broad offer of language solutions