INFORMATIC
TECHNOLOGIES

CASE STUDY

InformaticTech Provides a Unified and Highly Secure Document Management Platform for a Life Science Company

Client Overview

The client needed to onboard MSL users to further expand their business as a number of new products are in the pipeline, but managing scientific literature along with high costs posed as their great challenges.

The Challenges

In the client's environment, the number of CLM presentations for MSL users is high as there are many medical communications and scientific literatures that should be used as CLM. This requires huge costs as well as entails a strict timeline and a rather complex series of follow-up steps such as FDA approval and staff training.

Moreover, the manual process to create these presentations is cumbersome and can create bugs/issues due to human error. Country-specific presentations should be visible only to those users who work in those respective regions.

The Solution

The InformaticTech team implemented MedComms Vault with Veeva, which shall be used to housing all medical documents going forward. In this newly implemented process, Veeva Out of Box workflows are used to approve documents in MedComms Vault before creating any presentations, and only the approved documents are used to create presentation using the "Create Presentation" feature of Veeva.

Country-specific products are created in CRM and countries are selected accordingly on the documents and related presentations to ensure that only their respective users can access them. In this implementation, the InformaticTech team collaborated with all stakeholders, conducted extensive testing across all business scenarios, and trained users in using Vault such as for the Approval/Review process.

- **MSLs were trained on time (these presentations were available in next 2 months).**
- **Country-specific presentations were created with different languages (shared with users within those countries).**
- **A robust process was created for document review and approval.**
- **Agency involvement was minimal (most of the documents were PPTs or PDFs which didn't require a lot of custom coding and were created in-house).**
- **The platform interface is user friendly and enables users to save all documents that require an approval from the Medical, Regulatory and Legal team before talking to the customer about it.**
- **It provides other features for creating metrics on these documents, new workflows like examination for UK and re-approval for getting an extension on existing documents, and migrating all old documents from the existing document management system.**

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