

FLEXIBLE RESOURCING PARTNERSHIP TRANSITIONS WORKFORCE AND PROVIDES CLINICAL MONITORING TALENT AND COST SAVINGS

SITUATION

A top-five pharmaceutical company was creating a preferred vendor program for flexible resourcing to support their growth, improve efficiencies and reduce costs while maintaining high quality standards in their Oncology Monitoring Organization in the US, EMEA and Asia Pacific regions.

SOLUTION

inVentiv Health Clinical presented a comprehensive outsourced managed resourcing model to create the customer dedicated Oncology Monitoring Organization and was selected as the preferred vendor. Our solution included investments in infrastructure to support the size of the organization and improve process efficiencies. Dedicated training programs and quality management systems were implemented over a one year period to ensure the monitoring function was truly independent. Highlights of the model included:

- Recruiting, training, and deploying staff across 14 countries.
- Transferring other suppliers' workforce into inVentiv Health Clinical thereby retaining the highly skilled team.
- Using proven, highly efficient on-boarding processes to effect the rapid conversion of transitioned resources to active contributors.
- Assigning a dedicated trainer to support both the geographic and role-based training needs and ensure a 'ready to monitor' workforce.
- Working with the client to proactively address regional legal, cultural, and work-related differences to minimize the risk of potential issues.
- Establishing a clearly understood leadership matrix that fostered active management at all levels of the relationship.
- Formulating and executing retention strategies.
- Defining clearly understood expectations of success, focusing on performance-based metrics, to encourage joint process improvements.

RESULTS

Through its outsourced managed model with inVentiv Health Clinical, the client was able to achieve:

- Retention of valuable compound knowledge as 92% of other suppliers' resources transferred to inVentiv Health Clinical.
- Streamlined communication.

CASE STUDY

Services

- Clinical Monitoring and Administrative support across 14 countries in the US, EMEA and Asia Pacific Regions.

Outcome Highlights

- Customer dedicated monitoring program.
- Integrated management and operations infrastructure.

Efficiency Highlights

- 92% of suppliers consolidated in 14 countries.
- Ramp-up from 39 to over 100 FTE's in a 7 month period.
- Retention rates of over 90%.

- Faster resource ramp-up – from 39 to over 100 monitors in 7 months; the partnership grew to more than 130 FTEs in the first year.
- A retention rate of greater than 90%.

As a result of our thorough understanding of the client's culture and goals gained through working together previously, we were able to leverage our expert ability to resource monitoring at all levels and in all territories at a significantly reduced cost. The improvements in the process resulted from a combination of lower labor costs, process improvements, and quality programs.

Because of the accomplishments and success of this monitoring partnership, the client has approached inVentiv Health Clinical for a proposal to expand the relationship to North America and add new functional roles to the partnership.

ABOUT INVENTIV HEALTH CLINICAL

inVentiv Health Clinical, formerly PharmaNet/i3, is a leading provider of global drug development services to pharmaceutical, biotechnology, generic drug, and medical device companies. With 7,000 employees in more than 36 countries, inVentiv Health Clinical offers therapeutically specialized capabilities for all phases of clinical development, bioanalytical services, and strategic resourcing from a single clinical professional to an entire functional team.