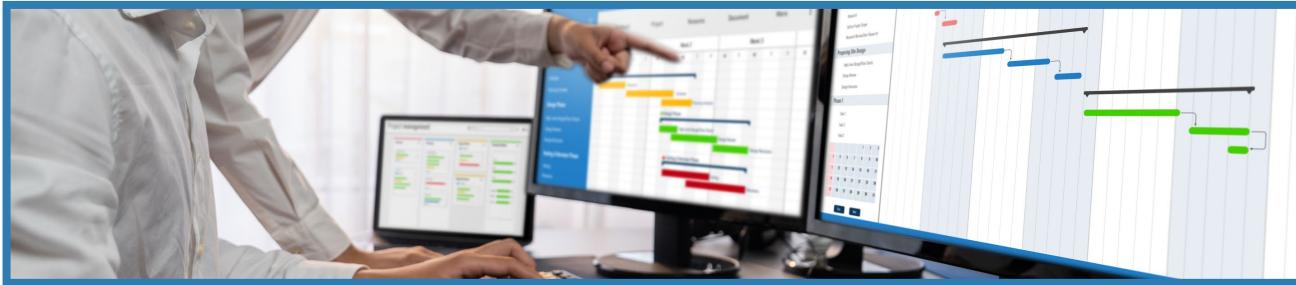


CASE STUDY: Seamless Sample Management Vendor Transition

Background:

A pharma manufacturer with a mature product pipeline faced challenges with their existing vendor for sample management, necessitating a smooth, efficient, and quick transition to a new service provider



Challenge:

- Lack of customer-focused service and responsiveness
- Large number of representatives with sample variances
- Compliance alerts and guidance not shared
- Technology was unreliable and difficult to use
- Enhancements were expensive and took too long to implement
- Increased costs each year, however scope remained the same
- Inability to be agile to address new strategies or commercial direction

The client required a detailed and cautious approach to transitioning to a new vendor that would handle sample management without causing disruptions in their operations or compliance issues.

QPharma's Solution:

Utilizing our proven implementation methodology, we developed a comprehensive transition plan including a discovery session, weekly status meetings, a final recommendations report, and a roadmap for implementation. This ensured a seamless changeover to the new vendor with continuous improvement in processes.

Titanium® Results:

- Enhanced confidence and compliance with PDMA and ACA regulations
- Achieved a 95% success rate for Acknowledgement of Contents (AOC) follow-ups
- Minimized operational disruptions during the transition
- Aligned operations with best practices, improving overall efficiency