



CASE
STUDY

Transnational Pharmaceutical
Company Customizes
Workflows & Tracks KPIs
Improving Collaboration
between Internal Business
& External Clinical groups

CUSTOMER PROFILE

The company is an innovation led Transnational Pharmaceutical company producing wide range of quality, affordable generic and branded formulation and APIs for the developed and developing markets of the world.

The company along with its subsidiaries has manufacturing locations spread across India, Asia, and the United States.

The company has over 1,500+ research scientists and research facilities in 4 countries to create and deliver quality products and platforms that fuel their business aspirations.

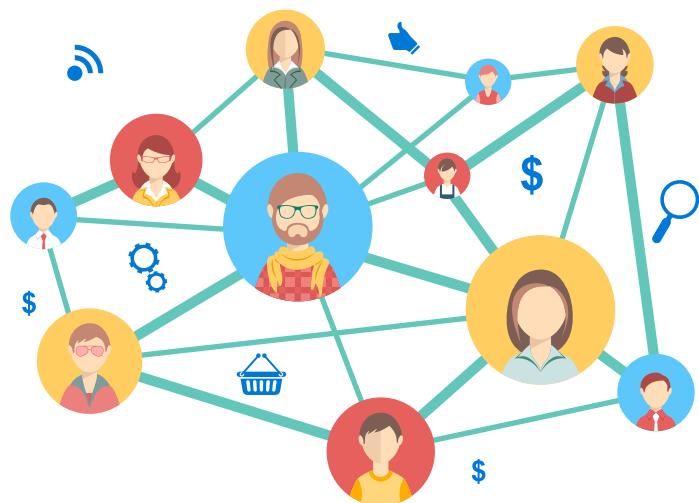
BUSINESS CHALLENGE

The company has been maintaining their commitment to exceptional patient care and compliance with industry standards and also meeting the growing need for healthcare specialists through an expanding number of facilities. The organization wanted to create collaboration between internal business and external clinical groups to achieve patient care and operational goals.

They also wanted to enable regular interaction between remote and geographically disparate communities and Improve process interactivity with greater time-saving and operational cost.

The need of the hour being a collaborative work based solution with specialised sites to share information create and store documents, organize meetings and enable the members of a team to work together seamlessly. Around 200 users were supposed to use new application.

Considering these requirements NDS Global recommended SharePoint Online, since it was more robust and easily scalable. As many communities were geographically disparate, so SharePoint Online is more reliable that can be accessed from anywhere and it provides high security for MBI and HBI information. Also collaboration portal supports the user preferred language.



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SOLUTION

The company was keen to enable more and more of their business users to the Collaboration tools and thus NDS Global was asked to implement a couple of SharePoint Portals.

NDS Global not only implemented the required business functionality, but pro-actively analysed important Key Performance Indicators which helped user to track various features.

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- Document Library
- Calendar
- Discussion Forum
- Announcements
- About Us
- Helpdesk

The End user experience was enhanced with the following features making user adoption simple, easy and effective

- Comprehensive and optimized landing page with good visual features
- Multi language support
- Multi device support
- Discussion board
- Corporate branding features
- Dashboards to provide the much needed visibility of the features

NDS used SharePoint Workflows to send immediate notification in following scenarios:

- Document is added
- Post is added
- Comment is added
- Announcement is made
- Calendar invitation is sent

Discussion board was created to help users to share their ideas and thoughts.

In addition to above features, Admin experience include following features:

- Review and Moderate discussions
- Manage Picture Gallery

BENEFITS

NDS Global created a system that made easy collaboration and instantly accessible for system users. The company gained benefits from greater visibility of crucial business processes and the ability to strategize more effectively. The company also gained a consolidated overview of data that enabled them to more effectively evaluate users' participation in the organization.

- Single entry point for knowledge management.
- Connect geographically distributed resources on single platform.
- Discussion on various topics for virtually separated contributors.
- Keep contributors up to date with latest information.
- Dramatically improved communication across the organization.
- Offline access to documents repository.

TECHNOLOGY



ABOUT NDS GLOBAL

NDS Global, a trusted Microsoft Gold Partner, offers its customers consulting, implementation, development and support services on Enterprise, Cloud & Mobility for digital solutions.

NDS Global helps customers realize results in a digital world through business technology solutions, cloud and managed services that combine insight, innovation and expertise focused on Microsoft technologies.

Our solutions span across Microsoft Project Online, Microsoft CRM Online, Microsoft SharePoint Online, Office 365, Dynamics 365, Microsoft Dynamics AX, PowerBI & Azure.

Headquartered in the US since 1999, we are preferred partners to customers in USA and India. Our customers span across Consumer Goods, BFSI, Infrastructure, Manufacturing, IT/ITES, and Retail.

A strong team of 180+ Microsoft consultants have provided many a success stories to Enterprise & Small/Medium customers globally.



SCHEDULE A DEMO / WORKSHOP

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CLOUD



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