Transnational Pharmaceutical Company Accelerates Clinical Research with Unified Project Management & Control

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CUSTOMER PROFILE

Headquartered in Mumbai, India, the company in 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 has emerged as the 6th largest and the fastest growing Top 10 company in the US (by prescriptions).The company is the 3rd largest Indian pharmaceutical company by sales. The company is also the fastest growing top 10 generic pharmaceutical players in Japan and South Africa (IMS).

The company's consolidated turnover and profit were USD 2.06 billion and USD 393 million respectively for the FY 2014-15.

BUSINESS CHALLENGE

The company was looking for a Project Management System for their Clinical Research department, which will help them in structuring, defining and completing their project lifecycle activities (planning, scheduling, co-ordination, tracking and monitoring). They were looking for a consistency to manage their Clinical Research projects and their detailed processes needed a solution that could bring it all together.

Below are the key process improvement goals which the business wanted to achieve through introduction of a Project Management System.

- Improved co-ordination and communication between all stakeholder's part of clinical research projects
- Higher success ratio of on-time project completion through proactive and centralized, real time monitoring and control of projects
- Quick availability of historical project data, trends for finding improvement areas
- Increase in productivity by reducing efforts spent on repetitive planning and status collection activities
- Reduce work breakdown structure complexity and improve governance mechanism
- Adoption of uniform approach towards planning and execution
- Improved coordination and collaboration among clinical research project stakeholders

The Project management System was envisioned on Microsoft Project Online solution which is part of Microsoft Office 365 Solution Suite.

CASE STUDY

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SOLUTION

The company was looking for a Project Management solution for their Clinical Research department. They were also looking for an implementation partner with experience in Project Online implementation.

They reached out to NDS Global. As a trusted Microsoft Gold Project and Portfolio Management Partner, NDS Global demonstrated how their capabilities and expertise can add value to the company and enable them to manage their Clinical Research projects as below:

* Total number of active projects to accommodate
    A) Approach I (1-2)
    B) Approach II (10-15)
* Near future expansion number
    A) Approach I (4-5)
    B) Approach II (30-40)
* Average number of tasks were 1500-2000 and largest expected number of tasks where 2500
* Average project duration in elapsed time Years is 1.5 to 2 Years, whereas Longest anticipated project duration in elapsed time 3 to 3.5 Years
* Total system users were 10-20
* Total generic resources were 15 – 20

Below are the two approaches proposed for structuring, defining and completing project lifecycle activities and project management team to choose appropriate approach based on their adaptability to the system and suitability to project planning and execution approach.

1. **Approach I: Project Plan with Multiple Task Hierarchies**
2. **Approach II: Master Project Plan with Multiple Sub Projects**

1. **Approach I: Project Plan with Multiple Task Hierarchies**: In this approach a single schedule is used per project and all the phases and activities are managed as task hierarchy within a single schedule.

2. **Approach II: Master Project Plan with Multiple Sub Projects**: In this approach a blank master project schedule is used per project and all the phases and activities are managed as sub projects which are inserted in master project for roll up.

The project management system was configured to provide the following features:

* Library Customizations
    A) Project workspace created for every project with predefined document library structure as below
    B) In addition to storing documents, project workspace supports uploading documents at other locations
        and mention links at project workspace pointing towards that location
    C) Alert facility also enabled for documents

* Issues Customizations
    A) Clinical Research project management uses the default issue list available on project workspaces as it is
    B) Alert facility is also enabled for issue list

* Risks Customizations
    A) Clinical Research project management uses the default risk list available on project workspaces as it is
    B) Alert facility is also enabled for risks list

* Project Web Access Menu Customizations
    A) Hide portfolio management related options from home page
    B) Removal of timesheet link from home page
    C) Addition of issue tile to home page
    D) Addition of risk tile to home page
    E) Addition of link on home page to go to company intranet
    F) Addition of link to home page to document library containing training manuals

SOLUTION

- Email Alerts
  - A) System supports alert mechanism where people can subscribe to alerts project to project basis by going to project workspace for particular project
  - B) User where trained to cover alerts subscription methods

- Interface Requirements
  - A) The company currently uses Microsoft Office365 as their office productivity and email solution and Project Online is also a part of Microsoft Office365 solution suite.
  - B) Considering these scenarios, below are the system interfaces:
    - i) Email Integration: Enterprise Project Management System integrated with Exchange Online subscription used by the company.
      - 1) This integration scenario facilitates:
        - a) Flow of tasks from schedules to user's outlook tasks
        - b) Facilitate task updating (% completion, dates and effort changes) from Outlook itself without needing users to log in to Project Management System
    - ii) Active Directory Integration: The company's subscription of Office365 is currently very well integrated with their on premise active directory. This provides users facility to use single sign on without the need of entering user names and passwords every time.
      - 1) This integration scenario facilitates:
        - a) User provisioning to be done by synchronization with Active Directory
        - b) System supports single sign

- Reports and Dashboards has provided the much needed visibility of the projects
  - A) Project Overview Dashboard
  - B) Project Overview
  - C) Resource Overview

The system not only provided the confidentiality and integrity of data, but also provided dynamic visibility of role based data driven enabled by the stakeholder mapping in the application.

The role based training provided seamless knowledge transfer for Project Managers, Project Team Members, IT administrators, and Executives.

BENEFITS

- Master and Sub Projects structure provided the much needed visibility of the projects across various products and countries
- Project Template increased productivity by reducing efforts spent on repetitive planning
- Enterprise Project Types and Project Characteristics adoption provided the uniform approach towards planning and execution
- The web interface provided a single system of truth for all project status and characteristics information
- Single sign on based on users Active Directory login eliminated the need of remembering and entering user name and password every time
- Project workspace for project knowledge management, issue and risk management
- The system not only provided the confidentiality and integrity of data, but also provided dynamic visibility of role based data driven enabled by the stakeholder mapping in the application.
- The role based training provided seamless knowledge transfer for Project Managers, Project Team Members, IT administrators, and Executives.
- Reports and Dashboards has provided the much needed visibility of the projects
  - A) Project Overview Dashboard
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TECHNOLOGY

Project

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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.

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