Persistent *Appian*

Improved Compliance and Enhanced Process Management for a large pharmaceutical company

How Persistent helped the largest pharma company to simplify its operations and improve organizational excellence driving innovation and effeciency.

Background

Our client is one of the largest healthcare company focused on patients' needs, and engaged in the research, development, manufacturing and marketing of health products. As part of their high quality customer service, they improve internal medical system of record with the FDA submission

Some of the problems were as follows:

- Inefficient processing of product testing.

- Manual process that involved using a spreadsheet and word document for reference material.

- Lots of manual error being recorded.

The client engaged Persistent to fix all these processing issues. Persistent was selected because of our deep domain knowledge and expertise in Appian Practice.

Persistent Solution

Persistent initialized this engagement by doing a thorough review and analysis of the existing product testing results and then gave the following recommendations to overcome the technical issues.

- User uploads PDF document and Appian parses the content for the desired input. The system utilizes the PDF content to lookup other required product information from the master table of records.
  Once user reviews obtained information, then send it to regulatory for FDA submission.

- If no match was found, the user is notified with a message to manually lookup the product information. The System then utilizes the uploaded document and parsed/lookup content to generate a word document ready for FDA submission in the proper naming convention.

- Regulatory then downloads the PDF packed and finalizes submission for one or more cases. This triggers a task for the original submission team to update their internal medical system of record with FDA submission information.

The Result

As a result of this engagement, the client was able to significantly reduce the turnaround time of their product testing results, thanks to an improved automated workflow for making seamless process.

Other benefits included:

- Created ability to measure process performance.

- Provide more accurate and timely data for business decisions.

- Improved visibility through reporting.

- Delivered a consistent, repeatable, and standardized process.

- Increased data quality.

Persistent Value Add

- Reduced significant time in data entry and decreased number of errors.

- Simplified the UX interface for a smooth user experience.

- Streamlined and simplified work allocation by improving it to a managed work queue from an email clutter.

- Delivered enhanced analytics and insights for better efficiency.

About Persistent

Persistent Systems (BSE & NSE: PERSISTENT) builds software that drives our customers' business; enterprises and software product companies with software at the core of their digital transformation.
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