CASE STUDY:
GLOBAL PHARMACEUTICALS

Background

Faced with strict compliance regulations and the need to manage multiple suppliers, a global pharmaceutical company contacted Crown Records Management to assist them in managing their documents.

Following recent mergers and acquisitions, the company had multiple vendors for scanning, secure destruction and off-site storage. Inconsistent service, uneven costs and different processes left the company struggling to manage its documents efficiently.

Problems

The company wished to implement a single records management policy across all of its locations and was looking for a supplier flexible enough and with sufficient experience in dealing with international locations and several vendors.

There were challenges involved in working across borders:
*   Some countries were using multiple vendors not approved by the client
*   Other countries represented a greater 'social risk', leading to restricted access to the site and limited help from employees
*   Yet more countries with more than one records policy and pending legal cases

The solution

A skilled and experienced team

Crown provided a team of experts to solve these issues and devised a simple methodology:
*   An initial audit for each site,
*   High-level inventories,
*   A scope of work for each existing vendor,
*   Providing training to manage change and drive new processes,
*   Processing and packing of records.

Chantale Lecap was the global customer relationship manager for the project and was accountable for the budget, for global reporting, managing existing vendors and defining service agreements and performance metrics with the customer.

Crown worked with two partners on this project: one a specialist in implementing record management policies within the pharmaceutical industry, with experience of process improvements in corporate accounts; the other was an alliance network of lawyers to ensure legal compliance in all locations.

Crown's HR managers assisted the company in dealing with local issues regarding social risks in various locations and minimizing that risk for the customer.

Stuart Lawson, Crown's expert in vendor management, was involved in defining the SLAs and KPIs to manage external vendors.

And for each country, the Crown team appointed a local project manager.

The project manager was then accountable for implementing the customer records management policy, managing the Crown team on site and being the main contact for the global customer relationship manager.

Due to our considerable experience with other global organizations, we were able to provide appropriate resources, the ideal number of people on each site and deliver the project within the allocated timescales.

The power of memory
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