CLARKSTON CONSULTING

DEPLOYING HARMONIZED LABORATORY PROCESSES GLOBALLY USING LIMS

The client is a multinational, research-based biopharmaceutical company. Founded over 150 years ago, the company develops and produces medicines and vaccines for a wide range of medical disciplines, including immunology, oncology, cardiology, endocrinology, and neurology.

As a result of multiple mergers and siloed business groups, the client was operating with a varied array of Laboratory Information Management Systems (LIMS) on differing platforms. This lack of harmonization highlighted not only the inefficiencies of multiple data sharing and reporting methods, but also the need to align laboratory business processes across sites in multiple countries.

The client engaged with Clarkston Consulting on an ambitious and industry-leading initiative to develop and implement a global LIMS solution to locations worldwide, representing one of the most advanced, integrated, and standardized laboratory automation systems in the world.

CLARKSTON *CONSULTING*

COMPANY:
One of the world's largest pharmaceutical manufacturers

INDUSTRY: Pharmaceutical manufacturing

PRODUCTS & SERVICES:
Discovers, develops, manufactures and markets medicines for humans and animals, as well as consumer products.

EMPLOYEES:
96,500

REVENUE:
$52.8B (Globally)

PRIMARY OBJECTIVES:

- Deploy the harmonized, validated solution to manufacturing sites globally.
- Develop and execute a consistent deployment methodology at each site, leveraging a collaborative mix of core and site resources.
- Gap fit laboratory processes against local procedures and regulations to evaluate country-specific needs.
- Ensure the right level of scope and complexity is delivered to each site, and lay the foundation to enable key strategic initiatives.
- Address the business adoption of the harmonized processes from current laboratory practices.

RESOLUTION:

- Developed a global deployment methodology which utilized redundant core resources to manage the delivery, and dynamic site resources to allow for knowledge transfer to each site.
- Developed key system functionality and configuration guidelines in the solution for sites to incorporate into builds
- Executed a global master data process, including a paperless management solution, to plan, develop and track master data.
- Incorporated key elements into each deployment, including functional scope, master data scope, training and change management.
- Executed methodology in phases, to allow for proper initiation and planning, alignment, realization, training, go-live and hypercare.
- Developed and executed specific methodology for a pre-deployment master data assessment, to determine scope and complexity of master data configuration needed at each site.
- Developed templates for deliverables in each phase of the deployment, to ensure pre-deployment communications, project management, master data build, business process alignment, hardware procurement and site validation, training, cutover and support processes are delivered consistently across sites.
- Utilized a train-the-trainer approach to ensure site trainers were properly certified on the global materials and allow for site specific supplemental training, including translations as necessary.

KEY BENEFITS:

- Deploys the system in the most efficient manner possible, bringing benefits quickly and building a solid foundation for future strategic investments.
- Allows for continuous improvement of deployments as core resources are able to transfer best practices and lessons learned from site to site.
- Encourages site engagement early on in the deployment.
- Averts pitfalls and delays from underestimating master data scope.
- Ensures uniformity across deployments while being agile enough to allow for site specific needs.

ANTICIPATED BENEFITS:

10 — Global Laboratory Sites Live

11 — Laboratory Processes Harmonized

$ — Cost Avoidance: Reduction of site specific report needs through delivery of global reporting and master data build harmonization practices.