

Organizational Design Strategy for Agile Clinical Trials CRO

The client is a leading technology and services provider for a contract research organization specializing in clinical trials. The company has extensive experience in the agile and decentralized clinical space and offers end-to-end trial management for both decentralized and traditional onsite trials in addition to their fully integrated technology platform. Engaging Clarkston's expertise in organizational design, the client sought to improve its organizational structure to support ambitious growth targets and greater operational excellence.

Clarkston's industry experts and organizational design team assessed the client's current organizational structure to identify areas of focus that were most critical to achieving the company's global business goals. Benchmarking against competitor organizations, interviewing the company's leadership, and using industry best practices, Clarkston's team evaluated various design options through established guiding principles to ensure a level of objectivity. We recommended the ideal option for each focus area based on its alignment with these principles.

Life Sciences Case Study

PROJECT OVERVIEW



INDUSTRY:



Life Sciences

PRODUCTS AND SERVICES:



Clinical Trials

PRIMARY OBJECTIVES:

- Assess the company's current organizational structure for risks associated with achieving business goals for growth and operational excellence.
- Conduct deep dives with the company's executive leadership team to identify existing strengths and weaknesses from a human capital perspective.
- Benchmark against eClinical providers, CROs, and decentralized technology providers as well as industry best practices for organizational design.
- Provide recommendations on organizational design options that best enable the client to achieve their business goals.

RESOLUTION:

- Evaluated company's structure and human capital through interviews with leadership across the organization.
- Created guiding principles for evaluation of organizational design options from research of best practices and interviewing SMEs in various focus areas.
- Clarkston led the integration management office in completing the integration for each function, including executive management and functional teams to ensure the integration was successful.
- Analyzed organizational design options for customer success, quality and regulatory, network strategy, and global expansion against guiding principles.

KEY BENEFITS:

- Identified focus areas to achieve business goals and detailed analysis of considerations for success in each focus area.
- Utilized industry-leading organizational design best practices to support the client's operational excellence.
- Recommended organizational design scenarios across a number of different process improvement areas; organizational changes have begun in two areas as a direct result of these recommendations.

**Multiple scenarios for
organizational structure in
each focus area**

**Measurement against
guiding principles to
ensure level of objectivity**

**Successful execution and
implementation of
recommended changes**