

Designing a Holistic Digital Strategy for a Clinical Trials Organization

The client is a publically traded and rapidly growing technology and services provider for clinical trials. The company has a breadth of experience and is a pioneer in the decentralized market with offerings in the end-to-end trial management for both decentralized and traditional clinical trials. The client engaged Clarkston to help them define a holistic digital and IT strategy and roadmap to support their accelerated growth.

Clarkston's team assessed the company's current state and worked with the client to understand what the ideal future state should look like based on extensive due diligence, working sessions and interviews with key stakeholders, and key benchmarking insights across relevant industry analogs. The client needed help transforming into a mature organization, and keeping that vision in mind, Clarkston developed a detailed roadmap for near-, mid-, and long-term technology priorities to focus on with the goal of driving better resource allocation and accommodating rapidly changing financial conditions.

Life Sciences Case Study

PROJECT OVERVIEW

INDUSTRY:



Life Sciences

PRODUCTS AND SERVICES :



Clinical Trials

PRIMARY OBJECTIVES:

- Provide recommendations on a holistic IT strategy and digital roadmap that supports client's growth trajectory.
- Understand the client's current IT state and ideal future state.
- Conduct a gap assessment and understand business drivers and challenges.
- Make near-, mid-, and long-term recommendations on organizational structure best practices as well as priority areas to focus resources and budgets.
- Establish guiding principles and ways of working between IT and cross-functional business units.

RESOLUTION:

- Conducted interviews with key stakeholders and leadership to define most critical challenges and opportunities facing the organization.
- Identified critical business drivers and areas of improvement.
- Conducted an IT maturity and gap assessment survey to further understand current IT state and target future state.
- Facilitated a workshop with cross-functional business units and IT to create transparency and ensure alignment across the team.
- Identified critical capabilities the organization should develop and whether a make or buy model is the best fit given organizational maturity.

KEY BENEFITS:

- Recommended remediation areas to attain target state maturity to support business scalability and provided a detailed roadmap to ensure areas with high business impact are prioritized.
- Identified 10+ areas – recommended in three waves – to ensure appropriate resource and budget allocation.
- Provided recommendations on an organization structure for near term to support their vision.
- Recommended cybersecurity best practices and postures to ensure their platform's security in today's highly digitized world.
- Client hired new senior executive team members as a result of Clarkston's recommendations.



KPIs

Alignment with VP Business Transformation on IT strategy and implementation roadmap.

Near-, mid-, and long-term target state recommendations to achieve business goals.

Best practice recommendations in line with industry accepted benchmarks.

Clear line of sight into major gaps and the steps required to close those gaps vs. leading industry practices.

[CONTACT US](#)

