

# STANDARDIZING A CENTRAL DOCUMENT MANAGEMENT PLATFORM FOR A PHARMA COMPANY

## BUSINESS GOALS

The client is a multinational specialty pharmaceutical company headquartered in Canada. They have experienced rapid and exponential growth due to mergers and acquisitions, and asked Syntel to ensure 100% document retrieval capabilities in order to comply with all regulations and audits from health authorities.



## BUSINESS BENEFITS

- INDEXED AND DIGITIZED 1.7+ MILLION PAGES FROM REGULATORY AFFAIRS AND QUALITY ASSURANCE DEPARTMENT IN THE FIRST YEAR
- ENSURED AUDIT AND RESPONSE READINESS WITH 100% DOCUMENT RETRIEVAL FOR ALL ACQUIRED COMPANIES
- ACHIEVED 100% PRODUCT DOCUMENT TRACEABILITY (PHYSICAL AND ELECTRONIC) USING SYNTEL'S IN-HOUSE TOOLS
- STANDARDIZED THE DIGITIZATION PROCESS BY BUILDING SOPs THAT CAN BE EMPLOYED FOR ALL FUTURE DIGITIZATION PROCESSES
- COST EFFECTIVE ONSITE/OFFSHORE OPERATIONS MODEL, WITH CENTERS IN THE U.S. AND INDIA

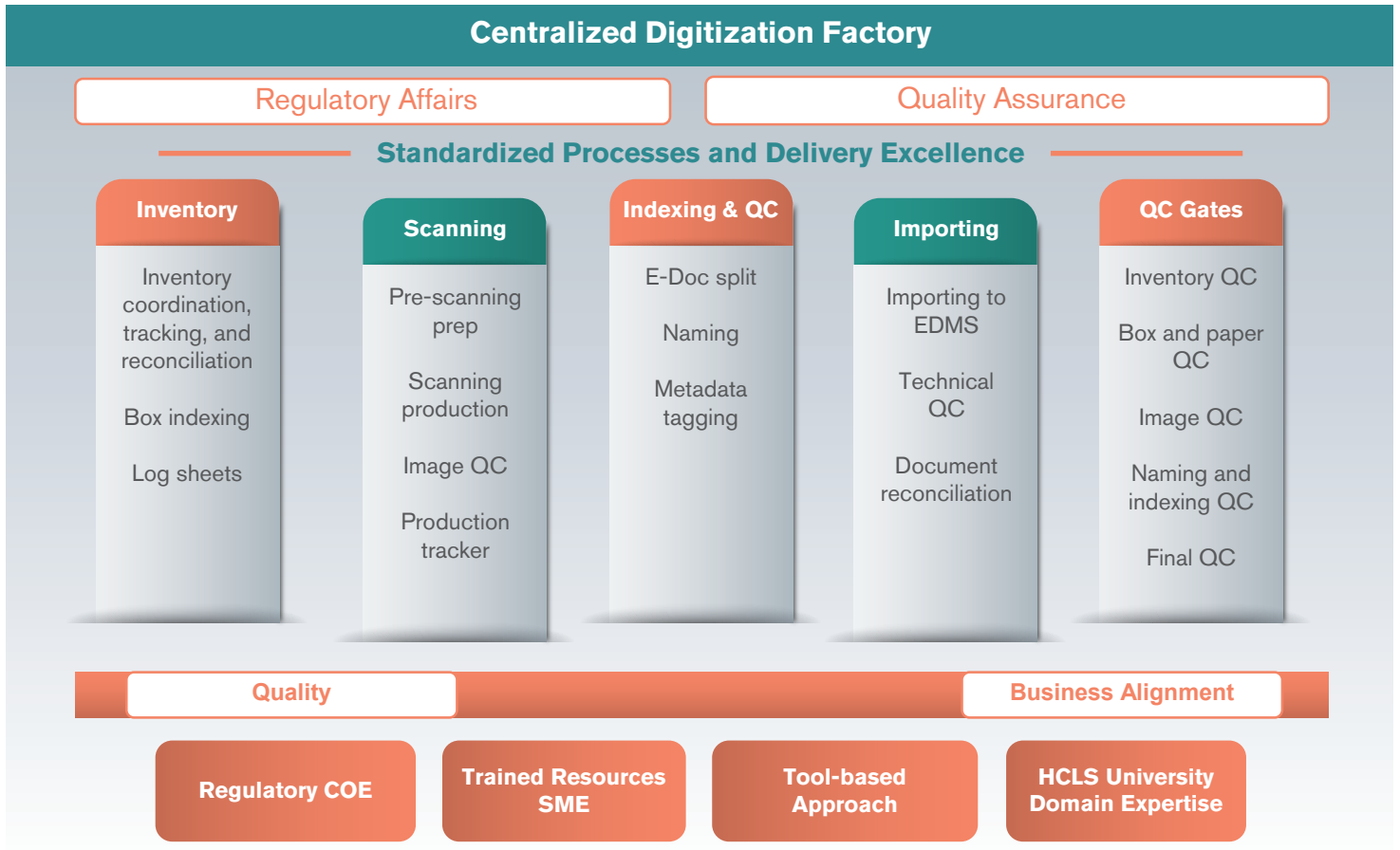
## CHALLENGES

- Decentralized document management operations led to scattered data from various organizations
- No centralized, integrated indexing application, leading to slower document retrieval
- Outdated records management policies and procedures
- Lack of standard operating procedures (SOP) and work instructions (WIs)
- No defined service level agreements (SLA) for records management

## SYNTEL'S SOLUTION

- Built a **Centralized Digitization Factory** to handle inventory management, scanning, indexing, quality check, importing, and archiving activities
- Provided document management support for ongoing mergers and acquisitions
- Migrated legacy documents to a standard, harmonized electronic format
- Built a master inventory index to create horizontal and vertical traceability for every document processed
- Created and updated SOPs and work instructions using a factory model

**PROCESS FLOW**



**About Syntel**

Syntel (Nasdaq:SYNT) is a global provider of digital transformation, information technology and knowledge process services to Global 2000 companies. Syntel's mission is to create new opportunities for clients by harnessing our passion, talent and innovation. We combine technology expertise, industry knowledge and a global delivery model to drive business value creation. Syntel's "Customer for Life" philosophy drives our relentless focus to build long-term, collaborative client partnerships.

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