

GLOBAL PHARMA COMPANY AUTOMATES TMF PROCESSES WITH SYNTBOTS®

BUSINESS GOALS

The client, a top 10 global pharmaceutical company engaged Syntel to provide end-to-end Trial Master File (TMF) services. Later, as the document inventory increased, they began to face issues such as decentralized processes and a high level of inefficient manual work. They asked Syntel to explore how the TMF process could be automated through the SyntBots intelligent automation platform.



BUSINESS BENEFITS

- 100% QUALITY CHECK ON CRO DOCUMENTS
- INSTANT, 24/7 AVAILABILITY OF CRITICAL STUDY DOCUMENTS
- IMMEDIATE ACTION AND NOTIFICATION OF NON-COMPLIANT DOCUMENTS
- EASY DOCUMENT RETRIEVAL TO SUPPORT AUDITS AND INSPECTIONS
- REDUCTION IN QUERY RESOLUTION TIME, LEADING TO FASTER IMPORTING OF SITE ACTIVATION/CRITICAL DOCUMENTS
- IMPROVED CLINICAL TRIAL DOCUMENT QUALITY AND INTEGRITY

CHALLENGES

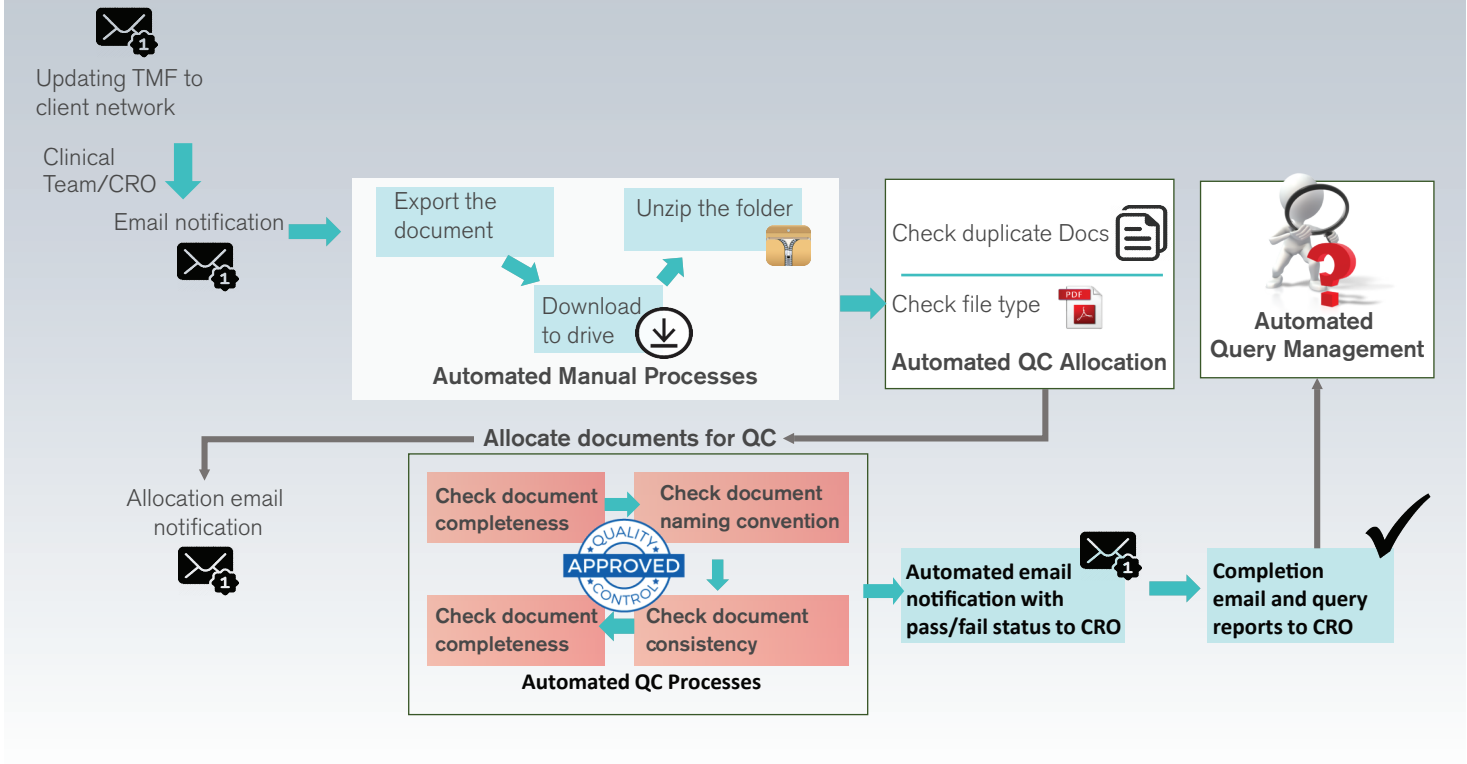
- High degree of manual process execution
- Individual document quality checks were performed by Trial Document Managers
- Reconciliation of study trackers for query resolution was done manually

SYNTEL'S SOLUTION

- Centralized the processes, including implementation of process automation to avoid scope of human error
- Built a business excellence team to identify potential areas for process automation
- Automated time-consuming manual activities using SyntBots
- Automated the capture, classification and quality check of online content
- Introduced efficient query management for multiple studies
- Automated downloading of study documents from contract research organizations (CROs)
- Reconciled all queries from global study tracker to prioritize critical studies

PROCESS FLOW

ETMF Process Flow with Automation



About Syntel

Syntel (Nasdaq:SYNT) is a leading global provider of integrated information technology and knowledge process services. Syntel helps global enterprises evolve the core by leveraging automation, scaled agile and cloud platforms to build efficient application development and management, testing and infrastructure solutions. Syntel's digital services enable companies to engage customers, discover new insights through analytics, and create a more connected enterprise through the internet of things. Syntel's "Customer for Life" philosophy builds collaborative partnerships and creates long-term client value by investing in IP, solutions and industry-focused delivery teams with deep domain knowledge.

To learn more, visit us at: www.syntelinc.com