

## INCREASING PRODUCTIVITY BY 25% BY TRANSFORMING A DOCUMENT MANAGEMENT SYSTEM

### BUSINESS GOALS

The client a German pharmaceutical company, and one of the largest API manufacturers in the world. They acquired a firm that largely operated on paper-based documentation, and asked Syntel to set-up a document management process to support the processing, archiving and retrieval of documents from the acquired company.



### BUSINESS BENEFITS

- 1.3 MILLION PAPER TMF RECORDS WERE DIGITIZED IN 12 MONTHS
- INDEXED AND UPLOADED FILES INTO DOCUMENT MANAGEMENT SYSTEM WITH 99% ACCURACY
- 25% INCREASE IN PRODUCTIVITY BY DECREASING MANUAL EFFORTS
- CREATED AUDIT AND INSPECTION-READY DOCUMENT REPOSITORY
- COST EFFECTIVE ONSITE-OFFSHORE OPERATING MODEL

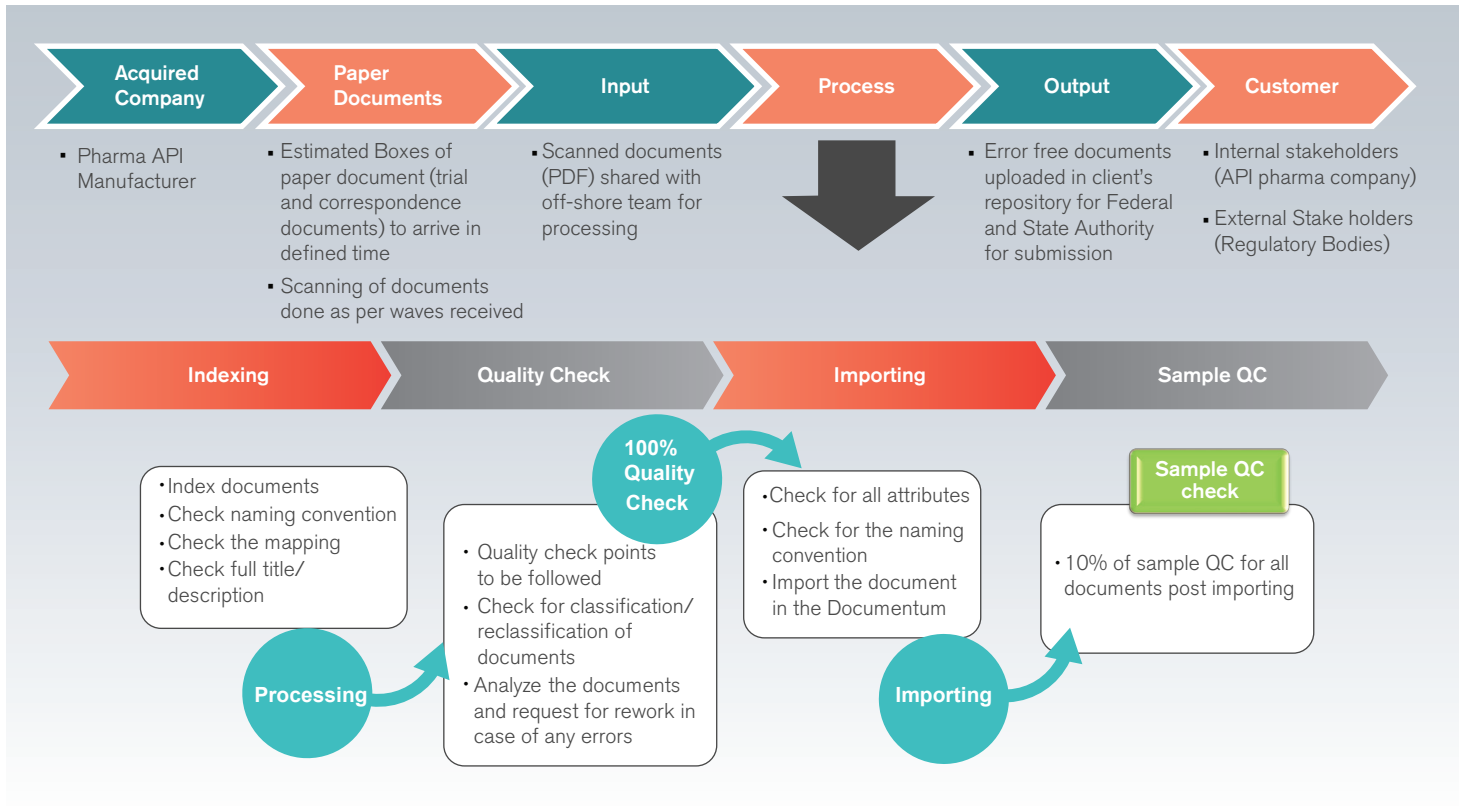
### CHALLENGES

- Hybrid paper/electronic documentation system
- Not all materials were digitized and available in a central document management system
- Paper documents were difficult to retrieve and manage
- Managing and maintaining paper documents was costly and inefficient

### SYNTEL'S SOLUTION

- Supported end-to-end trial master file (TMF) management, including scanning, indexing and importing files into the client's eTMF application
- Developed quality check (QC) framework for the TMF management process
- Introduced quality check gates from document receipt to archival
- TMF migration and reconciliation support
- Created SOPs (Standard operating procedures) and work instructions

## PROCESS FLOW



### 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.

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