

Intranet Portal for a leading global Pharmaceutical company

The client wanted a Web-portal covering their entire EU operations for Customer Care, specifically around their Clinical Trials process. This collaborative System was envisaged to capture the core process of feedback collection and response preparation for such feedbacks and complaints.

For clinical trials, the client had country-specific programs and wanted to have a standard process mechanism to be rolled out across the EU. This portal based solution encompassed storing, tracking, collaborating and analyzing the customer feedback received.

Sonata successfully built a portal based solution using MOSS 2007 for their clinical trials process as per the EU norms.

Situation

The client is a one of the leading generic pharmaceutical major in the world. This client is an integrated, research backed international pharmacy major and is considered as one of the pioneers in providing generic and contract research and quality health care services across the globe.

The client's customer care unit of European division has a team that uses an excel sheet to log in medical information and complaints. This method of using individual, country based excel sheets has imposed constraints in operations as this doesn't allow visibility of data and restricts access to data and reduces the opportunity to consolidate operations and limits the ability to analyze issue accurately in reasonable time. Also this did not allow them to have a central knowledge base repository. The unit envisaged a solution which would obviate the above issues but deliver a possibility to collaborate and share common knowledge across this unit, covering aspects like:

- Capture complaints and feedback in uniform and standard form
- Allow monitoring and tracking complaints, and
- Collaborate and allocate problems resolution where slack is available



Solution Overview

Profile

Sonata is a SEI CMM Level 5 global IT consulting and software services company providing services to ISVs and Global 2000 clients and ISVs since 1986.

Through a proven low-risk global delivery model, Sonata provides solutions in the areas of ERP/SCM/CRM implementations/management, Business Intelligence, Enterprise Application Integration, Application Development and Management, Infrastructure Management and modernization of legacy applications.

Sonata is a Microsoft Gold Certified partner with an established Competency Center focused on cutting-edge Microsoft technologies.

Website

www.sonata-software.com

Industry

Software Development
Software Services
IT Consulting

Scenario

To develop a portal enabled customer care solution for tracking feedback and complaints from field.

Microsoft Technologies

- Microsoft Windows 2003 Server
- .NET Framework 3.0
- Microsoft Office SharePoint Server 2007
- SQL Server™ 2005

Benefits

- Effective document management through standardized process
- Secure Knowledge Management platform with role-based access & audit trails for compliance adherence
- Extensible search capabilities
- Automated workflows, alerts & reporting for improved service delivery

- Role based sharing &, accessing information
- Ensuring timely & contextual reporting & alerts

The Solution

Sonata delivered a portal based solution using standard Microsoft Solution Framework Model.

The scope included:

- Feedback and Complaint Mgmt
 - a. Digital Record of feedback and Complaints (including any attachments or reports)
 - b. Allocate, track and remind tasks
 - c. Multi-Parameter Search and Access to information feedback or complaint records
 - d. Ability to filter data to narrow down search
- Document Mgmt
 - a. Document library to store case documents
 - b. Document library to store & retrieve (MS office / PDF files) forms, templates and procedure documents
- Reports
 - a. Run reports on time between enquiry received and date closed to monitor compliance
 - b. Reports on break down of calls by product
 - c. Reports on break down of calls by country or origin
- Collaborative Features
 - a. Email alerts (pending case alerts, no response alerts)
 - b. Wikis and Blogs

- c. Announcements
- d. Syndicated News readers
- Security
 - a. Role based access and authorization
 - b. Audit trail
 - c. Back up process

Technology Stack

Server Tier

Category	Software	Services
Server Operating System	Windows 2003	<ul style="list-style-type: none"> • Active Directory • Exchange • IIS
Runtime Framework	.Net 3.0 Framework	<ul style="list-style-type: none"> • .Net Runtime
Intranet Portal	SharePoint 2007	<ul style="list-style-type: none"> • Intranet Portal • Search • Excel Server • Access Control • Document Library • Calendar • Project Management • Web Parts
Database	Microsoft SQL Server 2005	<ul style="list-style-type: none"> • Database

Client Tier

Category	Preferred Software	Services
Operating System	Windows XP	
Browser	IE 6 +	
Mail Client	Outlook	<ul style="list-style-type: none"> • Mailing
Office	Microsoft Office 2003	<ul style="list-style-type: none"> • Info Path • Excel • Word • PowerPoint

Benefits

- Standardised Process & Improved Usability
 - Deploy a pan - European Standardized process
 - Ability to search and Access to Information
- Secure Knowledge Management & Collaborative platform
 - Access to data / reports of all country operations for senior mgmt reviews
 - Automated workflow enabled complain tracking and publishing process

Delivered solution has been subjected to rigorous testing and validation and complies with FDA and European regulations.

For more information on Sonata visit us at www.sonata-software.com.