Fujitsu Increases Operational Efficiency and Regulatory Compliance for Bayer Healthcare with a Global Learning Management Solution

Profile
Bayer HealthCare, a subgroup of Bayer AG with annual sales of approx. EUR 9.4 billion in 2002, is one of the world’s leading, innovative companies in the health care and medical products industry. Its 34,000 employees are engaged in Animal Health, Biological Products, Consumer Care, Diagnostics, and Pharmaceuticals.

Like every company in a strongly regulated environment, Bayer HealthCare’s product development group needed to manage its compliance with regulatory training requirements more effectively. Managers in Bayer Healthcare’s various groups were manually keeping track of who needed what training and who had actually completed training on an individual basis. Bayer HealthCare wanted to increase overall operational efficiency in training management, and to improve (decrease) effort and cycle-time for creating compliance reports to regulatory agencies, such as the FDA in the United States.

Shared Goals: Implementing the Plateau Enterprise Learning Management System
Bayer HealthCare selected Plateau’s Enterprise Learning Management System (ELMS) as their global learning management solution. To make sure the system met their goals and delivered results as quickly as possible, they contracted with Fujitsu Consulting to implement ELMS. Fujitsu Consulting undertook the implementation with not only skilled and experienced technical resources, but a clear, shared vision of making sure that Bayer HealthCare’s two major goals for the system were met:
1. Increase operational efficiency by storing, delivering, and administering training courses
2. Help ensure regulatory authority (incl. FDA) training compliance by providing validated training audit reports for students and courses.

To meet these goals quickly and efficiently, Fujitsu Consulting implemented the core of ELMS with outside minimal customization (e.g., for application color scheme and logo layout), which helped for a smooth integration of ELMS into Bayer Health’s environment.
From Initial Requirements Gathering to Training and System Transfer
Fujitsu consultants handled every aspect of the ELMS implementation, from initial requirements gathering to training and handover of full accountability to Bayer HealthCare employees. The Fujitsu team:

- Conducted initial requirements gathering, developed the business case and project justification, and helped prepare senior level management presentations.
- Analyzed the initial user requirements together with client representatives to determine how Plateau ELMS could be utilized best to satisfy the users’ needs. The requirements analysis consisted of several stages: initial requirements workshop, system prototype setup, and a prototype workshop for requirements review and finalization.
- Developed the design specifications for how to configure and customize Plateau ELMS to satisfy the users’ needs.
- Installed and configured Plateau ELMS according to the requirements / design specifications.
- Developed and executed test scripts to support the client’s need for system validation according to regulatory requirements.
- Trained administrators and power users in the use of the system as configured for Bayer.

Results Achieved
As implemented by Fujitsu Consulting, ELMS enables Bayer HealthCare to easily review its regulatory compliance status as it relates to training and to react to changes in compliance requirements, as well as improve its operational efficiency in providing required training to its employees either through instructors or online.

Individual employees and their managers have one central point to review what training is offered and what training they need to take. They can easily enroll for classes or directly take online training.

For training administrators as well as individual managers, the necessary effort as well as the time to respond to regulatory audit needs related to training is improved greatly.

The experience and expertise of Fujitsu consultants—who have successfully completed numerous Plateau ELMS implementations—allowed Bayer HealthCare to improve implementation cycle-time while avoiding mistakes in the system configuration. Fujitsu Consulting is proud to have assisted Bayer HealthCare in implementing a global learning management solution more quickly and efficiently than was possible with internal resources.

Experience the Fujitsu Consulting Difference
As the management- and technology-consulting arm of the US$45-billion Fujitsu group, Fujitsu Consulting integrates the core expertise of Fujitsu companies and its partners to deliver complete solutions to businesses and government in the areas of Information Management, Legacy Modernization and Managed Services. The scope of these offerings extends from strategic management consulting to the tiniest detail of infrastructure operations. Through its industry-recognized strategic methodology, Macroscope®, Fujitsu Consulting assists clients in incorporating more value into their investments and driving their leadership in the marketplace.

We work with you to create solutions and produce results that drive your business.