

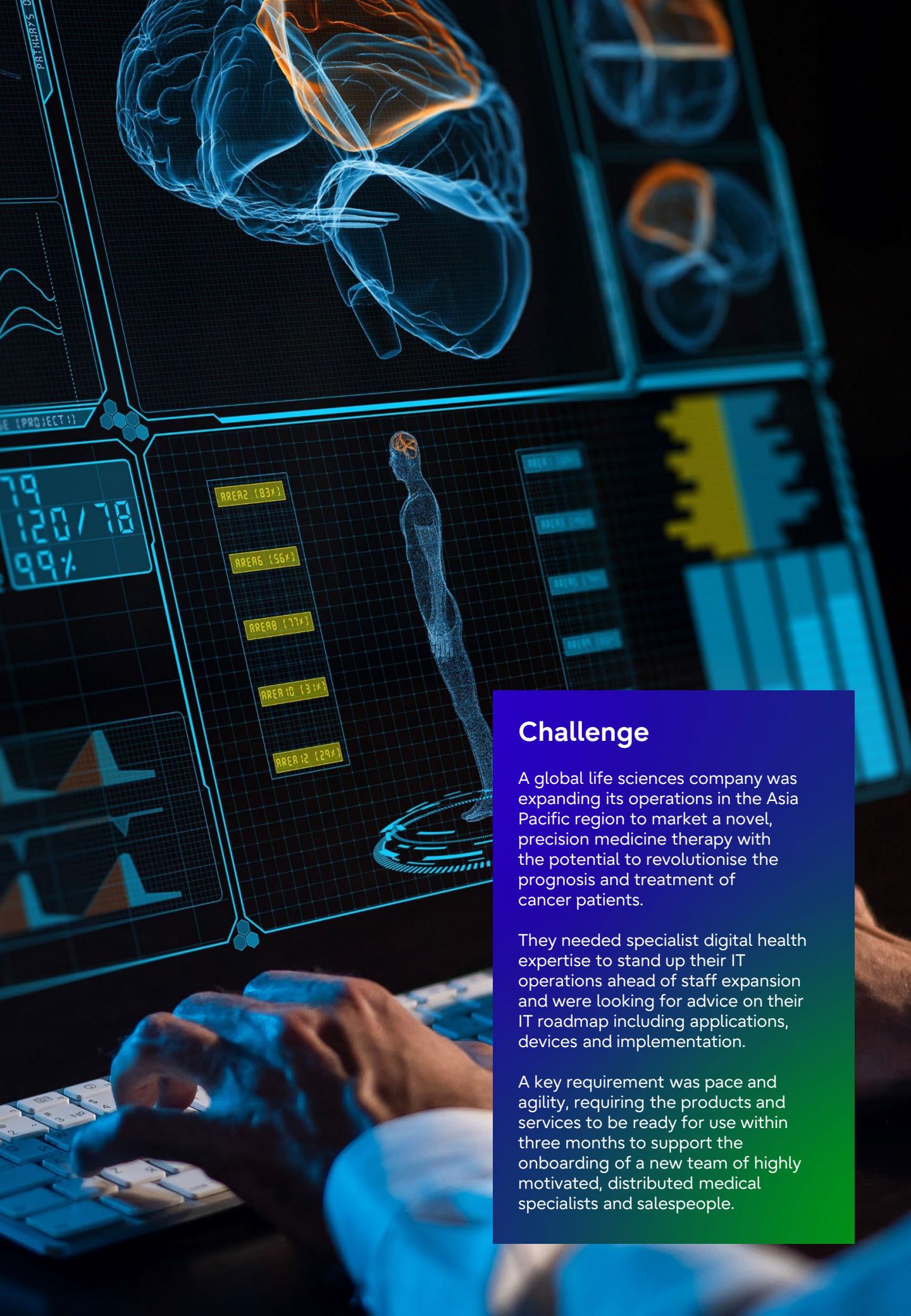


Supporting global
pharma with local
vision, strategy and
technology



Life sciences corporations, especially pharmaceutical companies, invest heavily in research and development of new medicines and medical devices. They rely on high performance, distributed teams to inform clinicians and health system administrators about new products to generate demand and create revenue.

Investment in digital transformation is critical to deliver analytic insights about customers and to make it easier for a mobile workforce to claim expenses, book leave and adhere to company policies. IT is needed in the back office to monitor performance, drive efficiency and improve value for money. The modern life sciences workforce is distributed geographically and connected virtually in real time.



Challenge

A global life sciences company was expanding its operations in the Asia Pacific region to market a novel, precision medicine therapy with the potential to revolutionise the prognosis and treatment of cancer patients.

They needed specialist digital health expertise to stand up their IT operations ahead of staff expansion and were looking for advice on their IT roadmap including applications, devices and implementation.

A key requirement was pace and agility, requiring the products and services to be ready for use within three months to support the onboarding of a new team of highly motivated, distributed medical specialists and salespeople.

Solution

Over two weeks, a specialised Fujitsu team developed an IT road map and reviewed solutions for business operations.

Over the following months, the Fujitsu team continued to:

- Organise product demonstrations with preferred vendors to validate solution selection
- Facilitate contracting with vendors and lead implementation projects for expenses and purchasing, human resources and customer relationship management solutions
- Develop tailored training materials and facilitate staff training
- Source and provide IT devices
- Develop IT support and operating models
- Lead the procurement of an IT service desk
- Support the hiring and on-boarding of an experienced IT Manager.

Outcomes

Over 6 months, Fujitsu enabled the client to:

- Stabilise their IT infrastructure for an enhanced workforce user experience
- Adopt new applications for recruitment and onboarding, expense management, purchasing, finance reporting, viewing and capturing critical customer information
- Be in a position to finalise contracting for their new Service Desk and IT support model.

The client selected Fujitsu to develop and initiate their IT roadmap including supporting the procurement and implementation of core finance, HR and CRM applications, devices and IT Service Management. Fujitsu also supported the recruitment of an IT Manager.

Fujitsu global health and life sciences solutions utilise data and AI to support: drug discovery, manufacturing, regulatory approvals, supply chain optimisation, document management, digital marketing and sales.



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