



LEADING PHARMA CRO MOBILIZES LAB AUTOMATION SOLUTIONS OF THE FUTURE WITH HCL



PLATFORMS &
INTEGRATION



CUSTOMER DESCRIPTION

A leading Contract Research organization (CRO) providing drug development and animal testing services in United States and other subsidiaries in other countries. Its services are in clinical and non-clinical areas, food, supplements and agricultural biotech solutions.

The client is a global CRO Pharmaceutical company dedicated to clinical trials and it is world's largest research-based biomedical and pharmaceutical testing CRO.

The client helps discoveries, developments, manufacturing of medicines in over 20 therapeutic categories. They are committed to become a global leader in healthcare clinical trials testing and to help change millions of lives for the better through fastening development of medicines and related healthcare services to the people who need them. The client also enables Pharma companies to build consistent and sustainable compliance practices that extend beyond corporate governance requirements to maximize value.



BACKGROUND

The Client sought the following factors, out of the association;

- Support and enhancement for LabWare LIMS
- Customize multiple LabWare LIMS modules to cater to different lab processes and business workflow
- Integrating LIMS packaged solution from different product data vendors and establish easy data exchange between each other
- Design complex reports in LabWare LIMS
- Adhere to laboratory standards as mandated by FDA and other regulatory bodies



BUSINESS CHALLENGES

- Understanding and integrating different types of LIMS products and establish a common data exchange format between them
- Understanding the Data Model and Schema based on the number of modules in form of APIs introduced into the base LabWare LIMS implementation
- Configurations based on different types of labs spread across geographic locations



KEY ENGAGEMENT HIGHLIGHTS

Catered to a number of changed requests with various templates involved, with timely releases:

- Worked on 9 templates/ forms with different business logics for POC preparation and created different crystal reports for each form
- Worked on 10 Change Requests for January 2016 Release and 7 Change Requests for March 2016 Release



BUSINESS BENEFITS

Client reaped the following benefits from the multi-tasked solutions offered:

- Automated lab solutions
- Sample tracking and scheduling
- Paperless lab
- User certification
- GLP requirements
- Complete auditing of lab data



TECHNOLOGY SPREAD

- LabWare LIMS
- Nautilus LIMS
- Crystal Reports
- Oracle



ONSHORE/ OFFSHORE RATIO

The Onshore to Offshore ratio for the project was 1:2



CUSTOMER ACCOLADES

With successful, bug-free delivery on two consecutive releases (January 2016 and March 2016) the initiative made the client happy and more confident about the offshore team and plans to provide more challenging work in future, related to different modules configuration, customizing and enhancements in Lab ware LIMS application.

APPLICATION SUPPORT & MAINTENANCE	BIG DATA & BUSINESS ANALYTICS	BUSINESS ASSURANCE & TESTING	CLOUD, DIGITAL EXPERIENCE & MOBILITY	COLLABORATION, CONTENT & SOCIAL	CUSTOMER RELATIONSHIP MANAGEMENT	DIGITAL SYSTEMS INTEGRATION	E-COMMERCE & OMNI-CHANNEL	ENTERPRISE RESOURCE PLANNING	HUMAN CAPITAL MANAGEMENT	MODERN APPLICATION DEVELOPMENT	PLATFORMS & INTEGRATION



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