

CASE

GLOBAL DOCUMENT MANAGEMENT AND eSUBMISSION SYSTEM - HOSTING AND APPLICATION SUPPORT

NNIT is an international IT service provider offering IT consulting and the development, implementation and outsourcing of IT services for regulated industries.

We create value for our clients by treating their IT as if it were our own. We use IT to support our clients' daily operations and help them achieve their business goals.

Owned by Novo Nordisk, NNIT employs more than 1,500 people. In 2010, our turnover was €222 million. Take a look Inside NNIT and at www.nnit.com

Outsourcing Global Document Management and eSubmission system cuts costs by 30 percent

In any highly regulated industry, fast and reliable IT systems are critical to ensuring companies can deliver accurate information to authorities at the right time. This is especially true when developing and launching new products in the life sciences industry, which have to pass through a strict submission process.

One NNIT life sciences customer develops, produces and sells products in 50 countries – and it uses the Global Document Management and eSubmission (GDMeS) system to ensure its submissions meet regulatory requirements and that the process moves swiftly.

But keeping GDMeS running smoothly was proving too time-consuming for the company's IT department, so it needed an IT partner who could host the system and offer 24/7 support – and knows the life sciences industry inside out. NNIT was the obvious choice. As a result, the customer has reduced its running costs by 30 percent and freed up internal IT staff to focus on company-specific projects.

THE CHALLENGE:

GDMeS combines three common pharmaceutical applications into one system that stores all the information required for product submissions. As a result, pharmaceutical companies can submit product applications accurately and on-time. GDMeS also contains standard operating procedures for production, so companies can easily show regulatory authorities, such as the Food and Drug Administration in the US and the European Medicines Agency, that its production meets requirements.

But for this pharmaceutical customer, maintaining the GDMeS system was putting too much strain on its IT department, so it asked NNIT to run it for them.

Finn Larsen, Director, Business Development at NNIT, explains, “The customer chose us because we have both pharma-specific knowledge and IT expertise. They had just upgraded their GDMeS system to a new version and needed a partner who could help consolidate the system and iron out any issues. And, because they run the new system as a global platform, they needed a partner capable of providing support 24/7 anywhere in the world”.



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IT for life sciences

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ABOUT GLOBAL DOCUMENT MANAGEMENT AND eSUBMISSION SYSTEM APPLICATION MANAGEMENT

- Hosting of Global Document Management and eSubmission system on NNIT servers
- 24/7 support with help desks in Denmark and China

THE SOLUTION:

The NNIT team began by moving GDMes onto NNIT servers. Then, over the next three months, the team worked with the system to ensure it was stable and bug-free.

At the same time, NNIT worked with the customer to develop a 24/7 support framework. Seven or eight super users were chosen in each location to act as first line support - and any person using the GDMes system can call these super users for help. If the super user can't deal with an issue, they can call an NNIT expert.

To ensure 24/7 support, NNIT set up the help desks in different time zones - one in Denmark and the other in China. This way, there is always someone available to ensure the system runs smoothly.

THE RESULT:

So far, the collaboration has proved a success. The 3,200 staff using the system now have access to fast and reliable IT support whenever they need it. Also, with NNIT hosting the platform, the customer's GDMes platform is extremely reliable, with little or no downtime, and it can easily be scaled up to include more users if required.

But there are other important benefits. With NNIT taking the support strain, the customer's IT team now has more time to spend on company-specific projects - unique IT systems that require extensive company knowledge to develop, code and run.

The solution has also helped the customer reduce system running costs by 30 percent.

Thanks to its experience from projects around the globe, NNIT offers hosting and support services for considerably less than most companies spend when running systems themselves.



Please contact us at: nnitcontact@nnit.com to learn more about the case or our services.