

## Global Document Management Solution Reduces Infrastructure Cost, Harmonizes Practices



The Brevitas team supported the replacement of three legacy systems with a global document management system that significantly improved productivity and reduced operating costs of multiple systems and streamlined business practices.

### AT A GLANCE

#### INDUSTRY

Pharmaceuticals

#### AREA OF SERVICE

Information Solutions

#### EXPERTISE DELIVERED

- Program/Project Management
- Software Quality Assurance
- Technical Documentation
- Organizational Change Management

#### DURATION

1.5 years

#### IMPACT

Replacement of three legacy systems by one system led to reduced operating costs, harmonized practices for 7500 users across Canada, USA, France and Mexico.

#### Business Challenge

With three existing legacy document management systems (DMS) in place, our client was in need of a cohesive, integrated system in order to reduce operating costs and streamline business practices for users worldwide.

#### Our Scope

This international, multi-million dollar project involved a large scale undertaking to design, build and deploy a GxP document management system for our client across sites in North America and Europe.

#### Value Added

In order to achieve success, the Brevitas team utilized the client's internal software development methodology. We coordinated with our client's team in Europe and brought together a regional project team in North America for Project and Change Management initiatives. Our contributions included the following:

- Implemented rigorous project management practices to provide visibility into roles and responsibilities, project progress and course correction to get back on schedule for delayed activities
- Initiated steering committees and cross functional teams for solution delivery to ensure project milestones were being met
- Worked closely with business partners during the testing phase to ensure proper coverage of scenarios that best represented client practices
- Mentored and coached teams in order to ease the transition phase with minimal impact to end users
- Developed communication plans that provided contextual and time sensitive information to users
- Increased user awareness of the project through product demonstration in high traffic areas, web broadcasts, posters, and media

#### Results Achieved

From inception to post go-live stabilization, the Brevitas team contributed to the project success as follows:

- Over 200 000 documents were successfully migrated to an improved, integrated platform with superior performance
- Brevitas provided exhaustive training to key users and support personnel through online and classroom support, including the delivery of customized guides and aids

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As a result of our project success, we continue to be a trusted partner to this valued client.