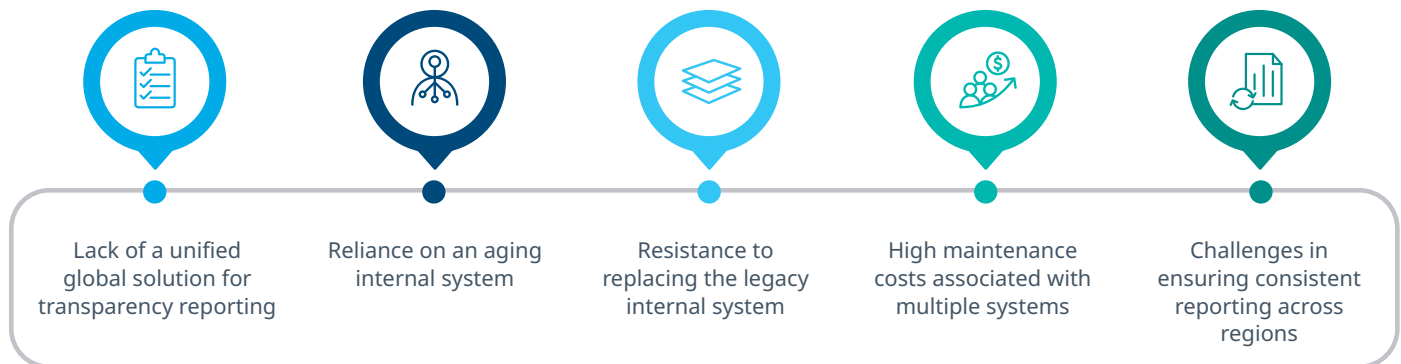


# Replacing Legacy Systems for Smarter Transparency Reporting

*Big pharma titan relies on IQVIA ITR and managed services for long-term success*

## Situation

A leading global pharmaceutical company faced challenges with its transparency reporting systems and processes. The company was using disparate solutions across regions, including a combination of legacy systems and an internal homegrown system for transparency reporting. This fragmented approach caused inefficiencies, increased costs, and potential compliance risks. The customer's concerns included:



Additionally, the customer had an ongoing initiative to reduce costs by closing out non-essential database platforms, which put pressure on the company to find an alternative to their internal reporting system.

## Solution

Leveraging a nearly decade-long relationship with the customer, IQVIA proposed a comprehensive solution using its IQVIA Transparency Reporting (ITR) platform, with targeted managed services support. The customer was already utilizing an existing instance of ITR in the EMEA region, and this established relationship enabled IQVIA to propose implementing the solution in the United States as well for comprehensive reporting globally.



### Configurable transparency reporting solution

IQVIA collaborated closely with the customer to incorporate desired features into the core ITR product, aligning them with the customer's business processes. This partnership evolved into a close working relationship, characterized by our ability to sit down with the customer, listen to their needs, and understand their business processes. Many of the enhancements were prioritized and delivered before project completion, ensuring that the features were effectively productized.



### Managed services

A short term managed services contract supported the customer's compliance team by providing three IQVIA experts with diverse skill sets to address the gap left by the lack of compliance resources. During implementation, the customer had chosen to replicate ITR as a near identical mirror of their internal system, which inadvertently led to a large error count. The IQVIA team helped to organize and resolve the errors through a process of "de-customizing" the system setup.

*"I am very impressed with the robust technology platform IQVIA has provided. The collaborative environment between your product and services teams has been instrumental in reducing error counts. This is exactly why we chose IQVIA — to leverage your cutting-edge tech product, and, when needed, your exceptional service delivery to help us achieve our goals."*

*—Director of Compliance Operations*



## Results

The implementation of ITR has yielded significant benefits for the customer and gained positive feedback from users.

	<b>Enhanced compliance</b> <ul style="list-style-type: none"><li>• Provided a more robust and modern platform, improving consistency in reporting across regions</li></ul>	<b>Consolidated systems</b> <ul style="list-style-type: none"><li>• Reduced transparency reporting systems</li><li>• Positioned the customer for potential consolidation into a single global instance in the future</li></ul>	
	<b>Improved efficiency</b> <ul style="list-style-type: none"><li>• Streamlined processes with a single, integrated solution that simplified user experience</li></ul>	<b>Cost reduction</b> <ul style="list-style-type: none"><li>• Eliminated maintenance costs associated with the legacy internal system</li><li>• Reduced number of database platforms</li></ul>	

With the integration of the IQVIA Transparency Reporting solution and support from the managed services team, the customer has significantly enhanced its ability to meet current and future transparency reporting needs. The advanced features of ITR have brought additional efficiencies and cost savings, while streamlining data collection processes. By proactively addressing rules and remediation to ensure reporting accuracy, the customer has achieved greater operational efficiency and regulatory compliance. In addition, by collaborating with IQVIA's product team for updates and participating in regular industry forums, the customer has been empowered to stay ahead in the industry.

Stay on top of global transparency reporting requirements with IQVIA Transparency Reporting. [LEARN MORE](#)



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