

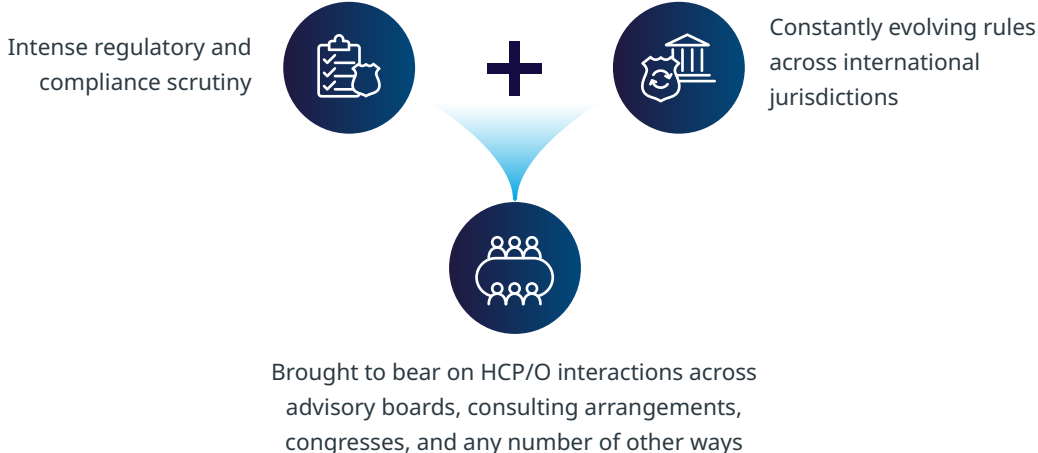
Change Management Lays the Groundwork for Smooth Overhaul of Compliance Platform

For a company faced with implementing overdue change, IQVIA supplied the thorough planning and active engagement needed

Situation

A leading innovator of medical devices was pursuing significant changes in HCP/O engagement and transparency reporting, motivated by aging and disparate systems. "Our IT team would affectionately refer to them as 'ticking time bombs,'" says the company's global compliance leader.

Compliance is a multifaceted, global issue for providers of medical therapies and devices



Solution

IQVIA's **HCP/O Engagement and Transparency Reporting (ITR)** platform makes commercial compliance seamless. This SaaS solution is integrated with our customer's applicable proprietary systems, resulting in a more uniform approach for HCP/O engagements and regulatory reporting to drive a range of value.

<p>COMPLIANCE VISIBILITY Real-time access to enterprise-wide spend on HCP/O, with an integrated Analytics module for ongoing monitoring</p>	<p>IMPROVED USER ADOPTION Intuitive interface provides quick access to needed information</p>
<p>RELIABILITY Backed by 20+ years of HCP/O engagement and transparency reporting best practices</p>	<p>ENHANCED OPERATIONAL EFFICIENCIES Reduces key process cycle times, in turn improving internal and external customer satisfaction</p>
<p>RESPONSIVENESS Regular updates based on daily monitoring of global transparency regulations by dedicated legal experts</p>	<p>SAVINGS Reduces costs with automated workflows to engage HCP/Os and collect, remediate, and report global spend</p>

The company's compliance leader credits IQVIA's agile development approach as critical in the company's successful transition. "That enabled us to scale our rollout in an agile manner as well," he says.

<p>At launch, the company first went live with limited functionality for just one business unit, then acted on feedback before rolling out the platform more broadly.</p>	<p>The agile rollout approach informed best practices for training users and supporting them after the platform went live.</p>	<p>Close engagement with all stakeholders fostered widespread buy-in on the new system and its benefits by the time it was ready to launch.</p>
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Outcomes

The new platform enabled a range of business and compliance benefits almost immediately. With critical legacy compliance controls embedded into the platform, and no longer implemented manually, our customer reports that compliance and validation are far more streamlined and efficient.

Formerly labor-intensive requests from six different divisions that **"used to take them more than a week** to get back from my team now takes only as much time as needed to fill out the form and generate the document themselves," says the compliance leader. **"So, ten days is down to less than probably an hour."**

- The company is prepared for new Sunshine Act regulations.
- Easy expansion of functionality to include grant portals and other time-saving mechanisms.
- Quick response capability in the event of OIG Special Fraud Alerts or mandated updates.
- The company is considering how best to scale the new compliance platform into additional regions.