

Case Study.

Application
Management
Outsourcing



Background

Our client needed to put in place a pharmacovigilance program for a product that required this kind of monitoring in some of the markets where it was sold. They were looking for a partner with experience in the industry, as well as in the management of medicines under a follow-up regimen.



Challenges



To maintain the operation of the pharmacovigilance application for the proper attention of consumers.




Business Objectives



Maintain compliance with global regulations of the pharmacovigilance program for a particular product as well as in improving the current technological platform that allows such management.



Solution



We carried out a series of customizations of the framework of the ITIL methodology in order to comply with the good practices of the company.

We also implemented an Azure-based high availability infrastructure for Argentina and Chile. It was supervised by an external consultant to ensure the quality standards of the pharmacovigilance program.



Results



- Outsourcing of the complete management of the drug-surveillance program in the countries required by the client, aligned with demanding industry standards and metrics that guarantee the established service level agreement must be permanently controlled.