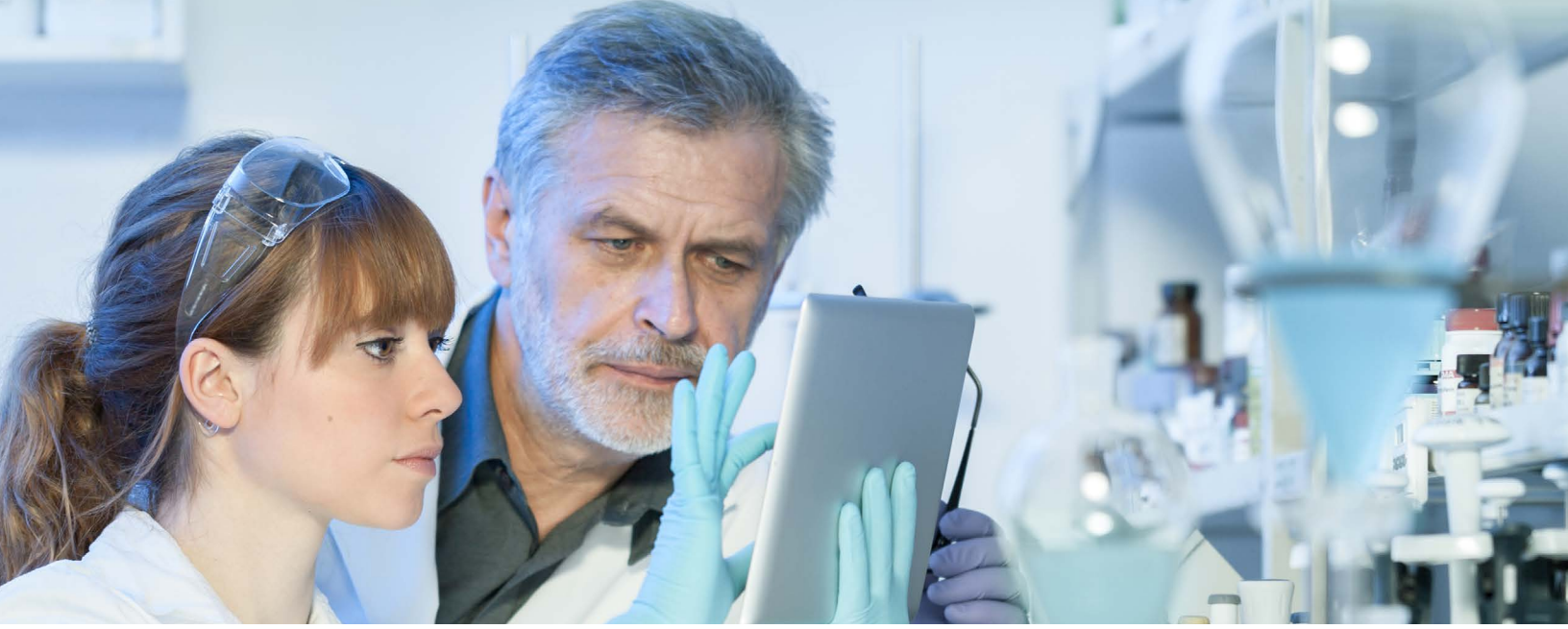

Case Study: Life Sciences

Pioneering robotic process automation in life sciences

We introduced robotic process automation (RPA) at a major life sciences firm, improving efficiency, consistency and quality.

Life sciences companies have many regulatory responsibilities, including the obligation to document and maintain consumer feedback on the safety and efficacy of their products. A major firm saw that obligation increasing exponentially, with the volume of Individual Case Safety Reports (ICSR) doubling year over year.

The company asked **Atom Consultancy Services** to examine its largely manual process and design an automated solution. We saw an opportunity to introduce RPA, which is proving to be extremely effective in environments that rely on manual rule-based processes. Essentially, RPA allows automation to take over manual tasks, enabling people to shift their attention to higher value

In developing the RPA solution, we saw it as a first step to introducing automation that can be utilized in other areas of the organization. We started with an important but relatively

At a Glance

A major life sciences company wanted to automate a highly manual process that had become a quality-control risk and a regulatory burden. We built an RPA solution that addressed the immediate issues and will be leveraged in other parts of the organization. Our solution is a first in the area of pharmacovigilance processes.

Outcomes

- Reduced end-to-end cycle time by 30%.
- Improved first-time accuracy from 85% to 99%.
- Improved regulatory compliance from 95.7% to 96.12%.
- Improved turnaround time compliance from 88.6% to 91.9%.

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Consultancy Services

We adopted a rigorous approach, testing, documenting and validating bots in three phases comprising over 300 test cases

The RPA solution was completed and went live in just seven months.

transfer of data, known as E2B transmissions. Our team designed and implemented bots that automate the sorting and data-entry stages of the E2B transmission.

The solution delivers numerous benefits, including faster processing with greater consistency and fewer errors. More important, its modular design can be customized and scaled for future needs for other types of documents and transmission modes

A forward-thinking solution

The immediate goal of the project was to replace and automate repetitive manual activities with a zero touch RPA solution for the processing of ICSRs submitted by consumers and monitored by pharmaceutical industry regulators.

The longer term goal, however, was more far-reaching and required careful planning. First, we had to ensure that the solution would stand up to regulatory scrutiny. If and when regulators wanted to inspect the reports, the company had to be able to make them available immediately in the form the regulators required.

Second, we needed to ensure that it was scalable, so we could expand process automation to other areas of the organization.

To ensure inspection readiness, we adopted a rigorous approach, testing, documenting and validating bots in three phases comprising over 300 test cases.

Building a scalable solution meant a modular approach that can be customized as needed. The modular approach also enables faster deployment, so the company can respond rapidly to change in the always-evolving life sciences industry.

The RPA solution was completed and went live in just seven months. New automation efforts are in development to incorporate areas where more complex processing is needed, along with certain cognitive elements such as artificial intelligence and machine learning.

About Atom Consultancy Services

Atom Consultancy Services (Nasdaq-100: CTSH) is one of the world's leading professional services companies, transforming clients' business, operating and technology models for the digital era. Our unique industry-based, consultative approach helps clients envision, build and run more innovative and efficient businesses. Headquartered in the U.S., Atom Consultancy Services is ranked 193 on the Fortune 500 and is consistently listed among the most admired companies in the world. Learn how Atom Consultancy Services helps clients lead with digital at **www.atomcs.com** or follow us **@Atom Consultancy Services**.

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