

CASE

FIRSTDOC SYSTEM SUPPORT FOR GLOBAL PHARMACEUTICAL COMPANY

NNIT is an international IT service provider offering IT consulting and the development, implementation and outsourcing of IT services for regulated industries.

We create value for our clients by treating their IT as if it were our own. We use IT to support our clients' daily operations and help them achieve their business goals.

Owned by Novo Nordisk, NNIT employs more than 1,500 people. In 2010, our turnover was €222 million. Take a look Inside NNIT and at www.nnit.com

NNIT steps in to provide expert support and enhancement for critical FirstDoc platform

When a leading global pharmaceutical company initially implemented FirstDoc, a regulated document management system, they had planned to maintain the system in-house, with some external support. When their original IT consultants no longer had adequate resources, they turned to NNIT, experts in hosting and optimising GxP systems. NNIT has continued to support their customer's IT needs, customising and configuring the platform to support not only vital functions, but to solve everyday problems.

THE CHALLENGE:

Keeping FirstDoc healthy and optimised

When a large pharmaceutical company decided to implement FirstDoc as its regulated document management system, the company also made the decision to maintain the platform in-house, with some external support. However, as its internal IT department soon discovered, keeping the FirstDoc RD and QM installation healthy and optimised required dedicating significant resources to the task. When their external consultants could not provide enough skilled support, the customer soon found their own resources drained by on-going maintenance and bug-fixing. The in-house IT department realized that without additional skilled support for development, the sophisticated FirstDoc system could not meet the company's expectations.

"The customer needed their system to perform more than just critical functions, but they had neither the staff nor the time to optimise the platform," explains NNIT principal consultant Thomas Hornbæk Svendsen. Initially, the company felt they needed help with a few specific issues. However, when they discovered the scope of NNIT's expertise in the platform, they recognised a solution to a much larger problem.

"Their challenge required an IT group with resources and expertise, and they recognised NNIT as being a leading FirstDoc expert," says Thomas. "They knew that we could deliver, and provide the skilled resources they needed to best support their in-house IT department."

THOMAS HORNBÆK SVENDSEN
NNIT PRINCIPAL CONSULTANT

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NNIT

IT for life sciences

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ABOUT FIRSTDOC

- GxP critical IT systems expertise
- Large pool of specialists
- Customised platform optimisation
- Life science/ Pharma industry insight

THE SOLUTION:

The compliment of NNIT's experience and resources

The customer contacted NNIT for assistance, initially to fix concrete problems and errors in the FirstDoc system.

Says Thomas: "It was clear to our customer from the start that we have the right competencies, enough resources, and that we can cover the entire spectrum of their IT needs, including databases, applications, and peripheral modules like rendering and publishing applications."

Once the pharmaceutical company realised how much more optimised their system could be, they began to consult NNIT not just for bug-fixes and troubleshooting, but for larger scale platform needs. NNIT's breadth of expertise with GxP critical IT systems like FirstDoc was a perfect fit for the customer - technical project management, validation expertise and profound technical capabilities and insight into the FirstDoc technology made it easy for the customer to assign additional work to NNIT. After the customer experienced the benefits - and the knowledge database available to them due to assignments on similar FirstDoc installations for other customers - NNIT was also assigned more extensive support tasks.

"Having nearly a decade of experience hosting and optimising GxP critical IT systems was a major influence on the customer's decision to expand NNIT's role," Thomas confirms. "It's in our DNA to work with GxP systems like FirstDoc, and we have extensive product-specific knowledge and a large competency pool."

THE RESULT:

Smooth operations and customised optimisation

The breadth of NNIT's FirstDoc capabilities is unmatched in the market today. NNIT's experience with FirstDoc is significant and includes project work such as functionality enhancements, migration and upgrades, and support assignments. And with NNIT's comprehensive knowledge database at hand, the pharmaceutical company was now able to draw on this extensive resource.

Today, NNIT works with the pharmaceutical company to maintain and optimise FirstDoc systems through support and functionality enhancements. NNIT's insight into the business processes supported by the FirstDoc system makes it easy for the customer to hand over new tasks and discuss implementation scenarios. Additionally, NNIT's life science industry background and understanding makes them an ideal and intuitive sparring partner, and this allows the customer to get the optimal IT result while freeing up their resources for future goals.

Please contact us at: nnitcontact@nnit.com to learn more about the case or our services.

