



Used Case: Pharmacovigilance Process Automation

The Challenge

Life Sciences client had to maintain regulatory and compliance obligations to document and maintain consumer feedback on the safety and efficacy of their products which was increasing exponentially, with the volume of Individual Case Safety Reports (ICSRs) increasing YoY.

Our Approach

- Develop and created Robotic Process Automation (RPA) PMO organization
- Modular architecture was followed for scalability and future adoption along with along with cognitive elements, including artificial intelligence and machine learning.
- Automate repetitive manual activities with a zero-touch RPA solution

Benefits - RPA Improved Efficiency, Consistency and Quality

- The RPA solution was completed and went live in 3 months.
- The RPA solution delivers numerous benefits, including faster processing with greater consistency and fewer errors. Modular design can be customized and scaled for future needs in other types of documents and transmission modes.

70%

Improvement in end-to-end cycle time

99%

Repetitive Accuracy achieved

96%

Regulatory compliance attained

92%

Productivity Improvement Compliance