Case Study

Tracking of Protocols/Study in Clinical trials with Action and Meeting Assistant

An American multinational company serving the combined industries of both the health information technology and clinical research is reported to be one of the world's largest contract research organizations. It is a provider of biopharmaceutical development and commercial outsourcing services, focused primarily on Phase I-IV clinical trials and associated laboratory and analytical services, including consulting services.

Business Challenge

Our customer had a comprehensive Clinical Data Management solution featuring full service, stand-alone and functional outsourcing models which ensured optimal execution of Clinical Data Management processes in Clinical research or Clinical trials such as programming, validation, data coding and data review. Their initiative encompassed an analysis and automation of 37 high-level processes. It became essential to capture the outcome of these key processes in a single solution. **Action Management module** leverages Appian's Data Anywhere capability and helps them automatically create and assign actions as an outcome of their key process workflows.

Scope of work:

Our customer had almost 15 applications in the environment which were involved in various clinical data management processes like Data Coding and Electronic Data Capture (EDC) Platform. The actions had to be created and performed by different users at various stages of the 15 applications. So, the action management application was introduced to track all the actions that were created and performed based on the transition of data and protocols in various applications. The action management application also consisted of a feature to schedule meetings for different contacts and generate multiple actions as the outcome. The scope of the application had also been extended with an attribute to automatically generate the actions across the applications based on the predefined datasets that were created or modified by the admin.

Key Features of the Application:

- Automatic action generation feature by Appian rule engine process

- Building an adaptable action management widget using Appian's Data Anywhere integrating almost 10 different key modules

- Leveraging Appian's decision designer to encapsulate complex, business-specific logic

- Embedding Spotfire reports in the Appian site application

- Creating a meeting feature for the follow-up and action creation

- Tracking the meeting status and sharing agenda of the meetings

- Leveraging Appian integration capability to upload docs to Electronic Trial Master File (eTMF)

- Generating documents on the meeting agenda and sending automatic email notifications

- Real-time monitoring of action status and other important data points with dashboards & reports

Solution:

Hexaware, with their proven expertise across various domains and verticals, partnered with the client to provide an agile transformation and Modern Delivery solution that enabled projects to deliver with optimum efficiency. The advantages provided by our solution included:

1. Lack of any slippages throughout the development lifecycle after the introduction of agile methodology to the client

2. Massive reduction in the quality analysis and pre-production defects count

3. Improvement in total productivity by 20%

4. Eliminating duplicate efforts and disjointed experience by aligning IT and business functions through an agile product management mindset

5. Focused automation testing and DevOps across the entire Software Development Lifecycle

6. "One team" philosophy – All developments were contained within both Hexaware and the client teams. Taking an unforgiving approach to viewing all teams as "one team" increased the morale and overall performance

Business Benefits:

- Reduced manual intervention by 50%

- 100% automation solution for action assignment

- Improved tracking mechanism to complete the task on-time

- User-friendly internal/external meeting

- Post-release defects reduced to 30%

- Less than 10% of pre-production defects

About Hexaware

We are a global technology and business process services company empowering enterprises worldwide to realize digital transformation at scale and speed. Our platform-enabled strategy – featuring Amaze® for full cloud enablement, Mobiquity™ for digital product engineering, and Tensai® for extreme automation – drives human-machine collaboration to create immersive customer experiences and solve complex business problems. We believe technology is a magical thing, and our purpose is to create smiles through great people and technology.

With corporate headquarters in Mumbai and regional headquarters in New Jersey for North America, London for Europe, and Sydney for APAC, we service customers in over one hundred languages from every major time and regulatory zone. We serve customers in banking, financial services, capital markets, healthcare, insurance, manufacturing, retail, education, telecom, hi-tech & professional services, travel, transportation, and logistics. We deliver highly evolved services in rapid application prototyping, development, and deployment; build, migrate, and run cloud solutions; automation-based application support; enterprise solutions for digitizing the back-office; digital product engineering; business intelligence & analytics; digital assurance; infrastructure management services; and business process services.

Learn more about Hexaware at **https://www.hexaware.com**

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