Cognizant Support Enables Scientists to Perform Pharmaceutical Research

Cognizant Enhances Scientific Lab IT Performance Reliability

Researching, developing and testing new pharmaceutical products requires the highest level of IT efficiency. Lab computing systems in the life sciences industry are highly regulated, with stringent standards. The exacting nature of the business mandated that lab computing services across three continents be delivered uniformly by a provider with deep expertise in life sciences.

Our work with a major multinational pharmaceutical company illustrates the value of a partner with core competencies in the client's vertical industry. We provided service improvements and innovation, with transformation to increase efficiencies and attain an optimal global delivery model. The result has been improved service levels with reduced operational costs.

The Client: Global Pharmaceutical Company

Globalization in the marketplace has added complexity to managing IT-supported functions. Our client operates major R&D sites in Sweden, the UK and the U.S. and has a presence in over 100 countries, with a significant commitment to emerging markets worldwide. The client turned to us to ensure continuity in IT delivery support and user satisfaction within its research scientist community.

The Challenge: Achieve Transformation that Reduces Costs and Operational Risk while Providing Exceptional Service Management

Improving end user IT satisfaction uniformly across a scientific community in diverse locations while reducing costs requires deep expertise and the ability to leverage labor arbitrage in lower cost locales. Our client did not have the internal resources to accomplish these objectives. Consequently, it set out to partner with a provider that could combine scale and efficiency with reduced risk and costs.

Delivering a combination of onsite and remote infrastructure management (RIM) and support is problematic for an organization seeking to transform its lab infrastructure by implementing a new program. Maintaining continuity while transitioning to a new agenda globally requires a core competency in affecting this transformation. The pharmaceutical company also required proficiency from its provider in three languages.

The Solution: Cognizant's Customized Delivery Model

The scope of our work includes services and desk-side support at levels one, two and three.

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Some of the services include:

- Service desk
- Desktop/desk-side monitoring services
- Imaging and patch deployment and management
- Database management
- Security management
- Storage management
- Server management
- Network management
- Backup and recovery functions
- Asset management
- Configuration support
- Instrument/application support
- Managing and maintaining end user procurement requests
- Provisioning Regulated environment
- Instrument generated data management
- Equipments / Instrument request Moves.
- Vendor liaison and collaboration

We accommodated the individual needs of our client by developing a dynamic solution encompassing many elements. We devised a transparent and flexible pricing model based on our ability to move systems across different service categories, while focusing on service level optimization and cost-benefit to our client. We transferred key resources from our client to ensure knowledge retention, service continuity and continued working relationships with scientists and lab computing users. We employed Lean and Six Sigma methodologies to drive continuous improvement in process areas.

Cognizant Delivered

The result of our engagement has benefited our client in several ways:

- Continuous improvement initiatives to achieve ongoing cost benefits.
- Lower unit costs per system for support services.
- Continuous improvement to provide increased efficiencies with the optimum global delivery model for cost savings.
- Improved service levels with reduced operational cost.
- Guaranteed service excellence and knowledge management.

Support Model:

Service Hours: ASD – 24X7, LC – 8:00 AM to 5:00 PM (Local Hours) and excluding regional holidays.

Support Mode: Voice/E-Mail/Live Chat

The Benefits: Successful Implementation and Deployment of our Client's Transformation Program

By harnessing our expertise in the life sciences industry with a customized solution unique to the needs of the pharmaceutical company, our client met their transformational objectives. Standardized practices within the lab IT environment are now in place in all labs, enabling greater efficiencies and reduced costs.

About Cognizant

Cognizant (NASDAQ: CTSH) is a leading provider of information technology, consulting, and business process outsourcing services, dedicated to helping the world's leading companies build stronger businesses. Headquartered in Teaneck, New Jersey (U.S.), Cognizant combines a passion for client satisfaction, technology innovation, deep industry and business process expertise, and a global, collaborative workforce that embodies the future of work. With over 50 delivery centers worldwide and approximately 111,000 employees as of March 31, 2011, Cognizant is a member of the NASDAQ-100, the S&P 500, the Forbes Global 2000, and the Fortune 500 and is ranked among the top performing and fastest growing companies in the world. Visit us online at www.cognizant.com or follow us on Twitter: Cognizant.

Cognizant

World Headquarters
500 Frank W. Burr Blvd.
Teaneck, NJ 07666 USA
Phone: +1 201 801 0233
Fax: +1 201 801 0243
Toll Free: +1 888 937 3277
Email: inquiry@cognizant.com

European Headquarters
Haymarket House
28-29 Haymarket
London SW1Y 4SP UK
Phone: +44 (0) 20 7321 4888
Fax: +44 (0) 20 7321 4890
Email: infouk@cognizant.com

India Operations Headquarters
#5/535, Old Mahabalipuram Road
Okkiyam Pettai, Thoraipakkam
Chennai, 600 096 India
Phone: +91 (0) 44 4209 6000
Fax: +91 (0) 44 4209 6060
Email: inquiryindia@cognizant.com