

Case Study

Providing Biometric Services to a Large Pharmaceutical Company

Worldwide Flex helped a global biopharmaceutical company with biometric resources to support its portfolio of studies. The company sought an alternative approach to outsourcing with a scalable solution that could quickly adapt as demands change. Worldwide Flex quickly provided a flexible, customized solution to meet immediate and long-term needs. Through actively listening to our client, we adapted our strategy to meet changing requirements, building a strong and enduring partnership based on collaboration and trust.



The Challenge

A large biopharmaceutical company needed an outsourcing provider for one full-time statistical programmer, scaling up to seven full-time equivalent (FTE) resources by the end of the first year. All studies remained on the client's systems, utilizing standard operating procedures and macros. The client asked to maintain control over deliverables and timelines.



The Solution

Worldwide Flex delved into the client's specific needs and designed a flexible, cross-therapeutic approach that allowed for significant scalability to match growing requirements. This customized solution utilized an internal SAS platform that mirrored the client system, allowing for deliverables that would run on the client's systems resulting in seamless collaboration between the Worldwide team and client. Additionally, the partnership included a robust tiered governance platform that included executive, operations, and functional face-to-face meetings, metrics/key performance indicator (KPI) reporting, robust escalation pathways, and risk management/mitigation strategies.



The Outcome

Partnership & Collaboration

During the first two years of successful partnership, the engagement grew to include data management and biostatistics, expanding by more than 30 FTEs. Over the next 11 years, the relationship continued to develop to also include programming, application development, and biometrics IT support – totaling more than 130 FTEs across all functional service areas.

Flexibility

The flexible model put in place allowed for rapid scalability when the client faced unforeseen challenges, allowing Worldwide Flex to act quickly and to successfully deploy 20+ FTEs in a single month.

People First

Worldwide Flex is committed to the well-being of our teams, investing in our culture and valuing our staff, and instilling these principles with our client. The mutual investment in the partnership yielded an industry-leading low turnover with a 93% staff retention rate.

Let's talk about how our personalized approach, development expertise, and global resources make us a strong partner for your development program.

Contact Us