

## BioPharm Business & Technical Strategy Alignment

**The Situation:** The BioPharm Formulation Development group of a global biopharmaceutical company had a goal of doubling their productivity over the ensuing two years. It was recognized that improving the flow and availability of information and knowledge was a key area for improvement and needed to support the goal of a Quality by Design (QbD) vision. The business needed to examine its information flow, identify gaps and opportunities, and prioritize its business needs. Business needs could then be aligned with the IT strategy to ensure that projects delivering the most business benefit were given suitable priority. Likewise, the IT strategy for knowledge management would be aligned with the business vision.

The client invested in an organized approach to assess the information flow in the organization, to determine the knowledge that is managed at key stages in the workflow, and to create a roadmap toward better management of that information and knowledge across the group.

**The Solution:** ResultWorksq senior consultants constructed a clear picture of the current business processes, information landscape, and the technical architecture.

Utilizing a Result Session<sup>SM</sup> to focus client stakeholders from pre-formulation, drug product development, formulation development and manufacturing, ResultWorks led this team through a review of current workflows, information models, and technical architecture. For the first time, this enabled stakeholders to identify troubled areas and to define improvement opportunities. ResultWorks captured issues regarding information flow, data organization, data sharing, reporting, systems, and processes. Specific improvements were defined in terms of business process, technology opportunities, and organization.

The team then evolved a future vision for the business and the technical environment to support a higher degree of information sharing and collaboration. This strategic vision addressed a unified user interface, data management, controlled vocabularies, workflow systems, infrastructure and other technology needs. A final Alignment Result Session<sup>SM</sup> was conducted to bridge the prioritized business projects with the planned IT strategy. This produced a unified strategy roadmap with prioritized projects required to implement the agreed business vision.

### Key Benefits of this Project:

**Rapid Assessment:** The client quickly understood their information landscape enabling them to assess the breadth and depth of the process, technology, and people issues.

**Strategy Development:** ResultWorks assimilated the issues and demands of the business and developed an aligned business and IT strategy that was adopted by senior management.

**The Roadmap:** The strategy roadmap enabled client management to readily see how projects needed to be prioritized and sequenced to support the desired end state vision.

### About ResultWorks, LLC

ResultWorks, LLC, a professional services company, specializes in transforming the business strategies of Life Sciences companies into successful technology and process harmonization initiatives. Remarkable results are achieved through skilled facilitation and exceptional management leadership. Consistent quality is delivered across a broad variety of challenging engagements through ResultWorksqsignature methodology. The Result Session<sup>SM</sup> is the cornerstone of that methodology yielding collaboration and rapid decision-making while balancing process, user and technical requirements.

For more information about ResultWorks, please contact us at [marketing@resultworksllc.com](mailto:marketing@resultworksllc.com).

