

## Global ELN Pilot Implementation

**The Situation:** After evaluating Electronic Laboratory Notebook (ELN) systems and selecting a solution, a global Pharma company conducted a pilot as part of the overall ELN Program. This Program's goal was the implementation of a single off-the-shelf ELN solution across departments addressing the needs of Discovery Chemistry, Chemical Synthesis, and Pharma Technical Development Analytics.

The purpose of the pilot itself was threefold: 1) Confirm compatibility of the ELN solution for each of the departments and sites; 2) Identify and prioritize enhancements, customizations, as well as functional issues; and 3) Make a "go/no go" decision on the selected ELN vendor and application.

**The Solution:** ResultWorks planned and directed the pilot by applying its Result Methodology. The pilot encompassed 75 representatives from all stakeholder areas to assure the ability of the ELN application to meet department and site specific needs. The pilot spanned three calendar months including planning, installation, training, stakeholder usage, and consolidation of feedback leading to a decision.

Pilot planning, installation, configuration and limited integration in the client environment took place in the first month of the effort. The ELN vendor provided one-half day of training to each of the participating groups. Stakeholders then spent six weeks using the ELN in a dual mode with a paper lab notebook or their existing hybrid systems. Dual notebook utilization was optimized by allowing researchers to use the ELN for data entry and then printing and pasting into the paper notebook. In addition to general research usage, critical less frequently used workflow areas were scripted and tested by project team members to assure the application would support those high priority requirements.

A survey was conducted at the mid-point in the pilot to capture early feedback and make adjustments. A second appraisal was taken at the end of the pilot to assess changes in learning, use, and perception of the solution benefits. Prioritized issue logs were kept throughout the pilot to track problems, enhancements, process changes, ideas, etc.

A facilitated Result Session<sup>SM</sup> was conducted at the end of the pilot to recap findings and issue logs, and to prioritize needs in support of a "go" decision. ResultWorks categorized and consolidated the information to allow the client pilot team to move through hundreds of issues and prioritizations efficiently. That done, the ELN vendor was then invited into the Result Session<sup>SM</sup> to assess issues, offer insights, and ultimately determine the impact of addressing identified issues on overall cost, schedule and scope of the solution. Through this collaboration, the pilot team recommended a "go" decision with the ELN Program and the selected vendor's solution.

### Key Benefits:

**Battle Tested Solution:** The ELN was tested in the environments where it would be deployed. Issues, lessons, and product changes were caught and known in advance of full purchase and implementation.

**Researcher Productivity:** Surveys and visceral feedback indicated that researchers' productivity grew just in the course of the six week pilot leading to greater productivity expectations for implementation.

**Vendor Agreement:** The detailed findings of the pilot allowed for a well informed "go" decision and set the stage for a productive vendor negotiation.

### 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 ResultWorks' signature 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).

