

Global Electronic Lab Notebook Evaluation

THE SITUATION

This global pharmaceutical company had previously searched for departmental electronic lab notebook solutions without success. After these earlier attempts, senior management determined there were significant benefits in establishing a single solution to span global chemistry organizations. The company had developed rudimentary lists of departmental requirements and had a very limited definition of the various business processes they needed to support. More definition was needed on the business processes and the requirements had to be further developed and prioritized across business units. Building consensus early was a critical success factor so that once an ELN vendor was selected, there would be full commitment to the decision – no second guessing.

THE SOLUTION

ResultWorks applied its methodology to the initiative starting with assembling a broader cross-functional team and strong sponsorship. Working side-by-side with the client, ResultWorks managed a program to assess the site and global processes from which the requirements were consolidated, refined and prioritized. Input was gathered from stakeholders at multiple sites and from all of the discovery chemistry groups. ResultWorks created a vision of the optimum lab notebook process for entry and searching. A facilitated ResultSessionSM was conducted to map, confirm, and refine processes, and to confirm and prioritize requirements.

ResultWorks prepared a formal RFP which was distributed to leading ELN vendor candidates. The RFP included the client business processes, requirements, and workflows to promote understanding of the overall environment. Vendors provided formal written RFP responses, conducted web demos and finally, demonstrated their solutions at a ResultSessionSM. Each vendor's solution was evaluated against their ability to meet requirements and support the client's workflows. ResultWorks facilitated the final selection process based on an analysis of vendor's solution functionality, ability to support workflows, fit to the IT infrastructure, and ability to execute the solution implementation. The client team achieved consensus around a single vendor solution which was approved by the steering committee and sponsors. ResultWorks was also engaged by the client to manage the implementation of the selected ELN solution.

KEY BENEFITS

Strategy: Leveraging its successful methodology, ResultWorks created a strategy for definition and selection, then executed precisely against it.

Teambuilding and Consensus:

Global, diverse views were embraced, building open consideration and respect of the team. Decisions were not forced but rather a natural outcome of the process.

Results: The definition and evaluation process was completed and a vendor solution was selected within 5 months. (Vendor references indicated a 12 month effort was the norm.)

You guys are really good at what you do! Your understandings of the project and of our company were excellent. I was initially dubious about using consultants, but I now feel that we got our money's worth.

– Research Scientist

For more information, visit our website www.resultworksllc.com or contact us at marketing@resultworksllc.com.