

Use Cases for Life Sciences: User Access Management

COMPANY PROFILE

- A top global pharmaceutical company
- Over 7,000 employees worldwide

CHALLENGES

The organization was facing the challenge of managing user access to numerous internal and outward facing systems, specifically in clinical operations. Handling user access is typically complex, with the need for strict controls to govern and keep track of the multiple systems being opened for the appropriate access to requesters. It is even more challenging in clinical operations. Many people requiring and requesting access such as clinicians, physicians, or investigators, as well as clinical site leads and others, may be external to the company, further complicating the process.

The organization was struggling to navigate an inefficient user access management (UAM) process while operating with siloed systems that lacked full visibility and automation to streamline the process.

SOLUTION GOALS

The organization sought a solution that could deliver enhanced capabilities for better handling the submission of access requests. They wanted a platform that could streamline the onboarding process of new users and their proper access so that they could start performing their duties and tasks more rapidly.

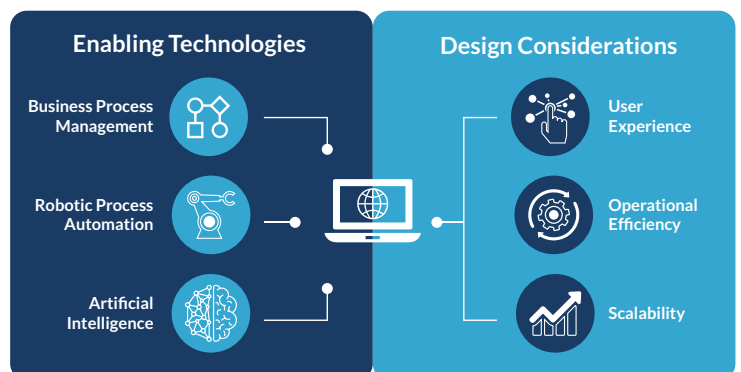
They also wanted a system that had extra control and compliance by providing automation to eliminate many of the manual and error-prone steps previously used. Process transparency for all users was also a key requirement for their search for a UAM solution.

RESULTS

The organization chose Appian's low-code platform to handle their UAM process. The solution went from idea to deployment in just 13 weeks.

The new UAM solution built on Appian streamlines the user request process for all clinical applications and provides the following benefits:

- Reduced UAM cycle times and ability to report on cycle times in an automated fashion
- Streamlined approval process flow by eliminating manual process steps and reliance on email
- Enhanced transparency into UAM request status and record keeping for UAM requests
- Established the ability for internal users to submit and review the status of requests through a unified interface
- Provided UAM Admin the ability to request updates in the application and for the requester to receive a notification that updates are necessary



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Existing Applications

CLINICAL: Site Initiation – Readiness – Effectiveness Study Start Up, “1572”, IP (Green Light), Global CRO Contracts, Pre-approval Inspection

CMC: High Throughput Experiment Tracking, Global Compound Ordering, LIMS

REGULATORY: Regulatory Operations, IDMP, e-Submissions & Publishing, Online 510K FDA Review

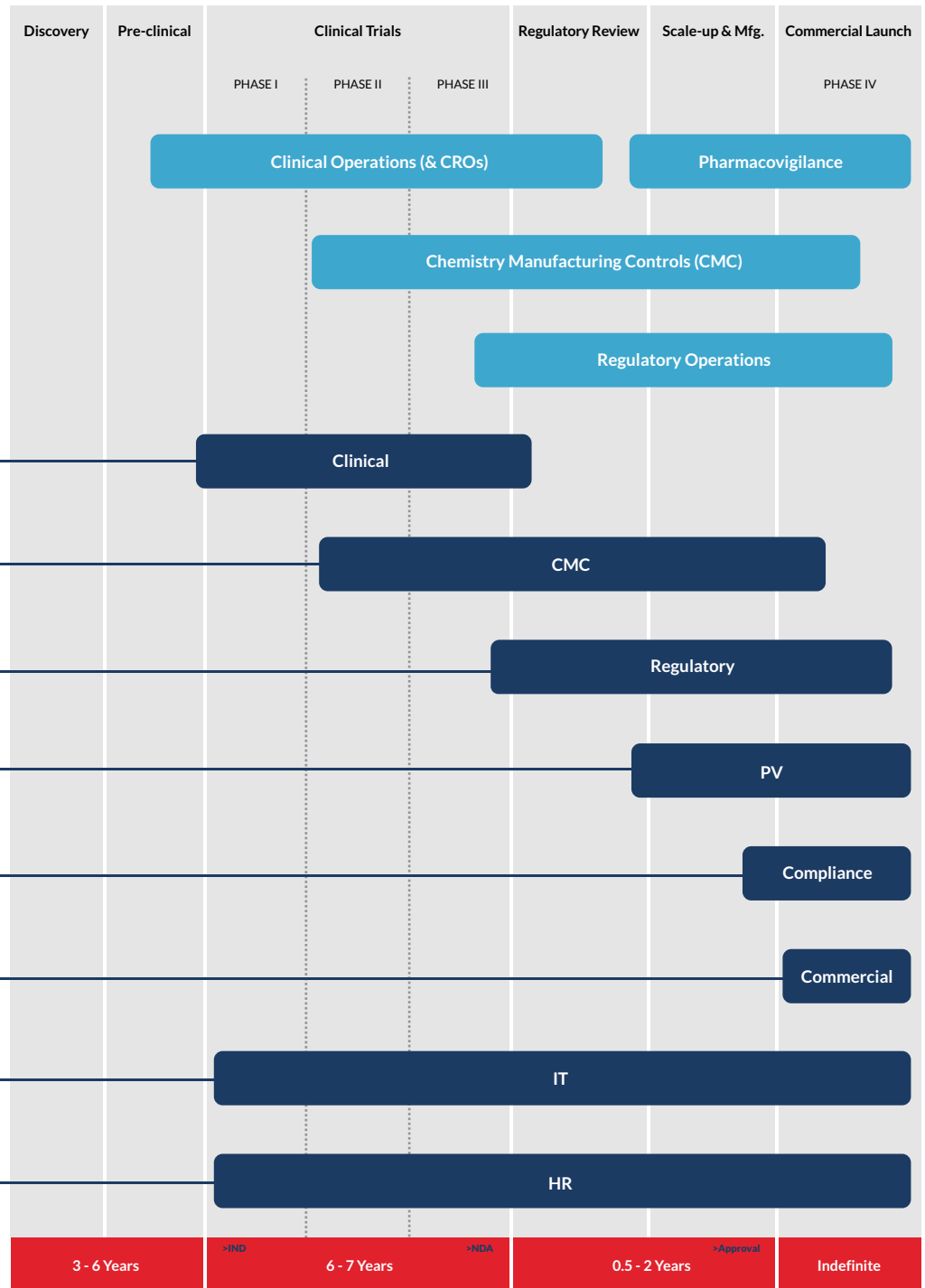
PV: Safety Information Management, Safety Signal Tracking

COMPLIANCE: Anti Bribery and Corruption (FCPA), Third Party Intermediaries, Sunshine Act

COMMERCIAL: Sales Force Automation, Contracts

IT: Asset Management v. Resources, Statements of Work Management

HR: On Boarding, Recruiting



Appian

Appian provides a low-code development platform that accelerates the creation of high-impact business applications. Many of the world’s largest organizations use Appian applications to improve customer experience, achieve operational excellence, and simplify global risk management and compliance.

For more information, visit www.appian.com