eRESEARCH TECHNOLOGY Inc.
SECURE MANAGEMENT

ISONET

CUSTOMER

eResearch Technology Inc. (ERT) is a globally operating technology company. With locations in North America, Japan, the United Kingdom, Switzerland and Germany ERT supports research-based pharmaceutical companies in carrying out clinical studies pioneering the way to the approval of new medical products and medications. ERT is the market leader in central data management for clinical studies and one of the leading companies in this industry.

CHALLENGE

As a provider of medical technology and pharmaceutical solutions, ERT is subject to strict legal requirements and guidelines. A process structure complying with required standards in terms of data safety and risk management is imperative. In order to be able to implement changes quickly and efficiently in the recording and treatment of disorders in the system, the solution has to be flexible to upcoming changes. The Customer Care division is the point of contact for all incoming inquiries from customers. The most important requirement was the secure management of data, information and documents requiring retention.

SOLUTION

The recording, processing and control of customer inquiries and malfunction reports for medical devices and services are essential for reliable quality management. One focus of the implementation of our Business Service Management solution (TicketXpert) is the sustainable design of complex processes and an optimized mapping of projects for complete knowledge management. With upgrade to the 446 Plattform® of Isonet, ERT can adapt its processes to new requirements or set up new processes and interfaces independently.

COMPACT

Corporate Headquarter
USA, Philadelphia

Staff
over 2,000 – worldwide

Branch
Pharmacy, biotechnology, medical technology

Economic Area
International, 92 countries

Turnover per year
USD 342.5 million (2014)

ERT

WHY ISONET

Scalable IT platform with generic interfaces

Automated recording and control of customer inquiries (malfunction reports)

Flexibility in the adaptation and further development of processes and procedures

Feasibility of new ideas and support for innovations

DETAILED SOLUTION

Process steps of customer support

1 **Recording of customer inquiries or malfunction reports** by phone, e-mail or in the customer portal

2 **Categorization of the incidents** in a ticket and link to the medical device

3 **Processing of the inquiry or malfunction** within 48 hours

4 **Measurement of processing time** and analysis of process optimization

New ways of working together

In order to ensure a common knowledge base, the 446 Plattform® is set up that the electronic storage of data and information is checked, maintained and secured in a process-controlled manner. Ideas, problem solutions and manuals are collected in the form of knowledge articles and made available to all employees. By automating knowledge management and improving customer support, more efficient workflows are created - a pleasure working together.

BENEFITS OF THE SOLUTION

- Recording and analysis of all services for the handling of customer inquiries
- Simplified support in the collection, processing and evaluation of customer inquiries
- Increased stability and performance when processing 20,000 tickets and 40,000 e-mails

- per month, as well as a total of 1,800 projects in parallel
- Increase customer support productivity by automating processes and optimizing customer inquiries
- Development of a strategic reporting system

»Isonet is a professional and reliable partner for the implementation of our ideas. The 446 Plattform® supports and improves our very complex processes, simplifies our quality management and opimizes our knowledge management.«

Andreas Kitzinger · Director, Quality Control · eResearch Technology Inc.

ABOUT ISONET

With its Systemic Process Management, 446 Methode®, Isonet combines the areas of process analysis and management consulting in an innovative way. Since its foundation in 1994, the company, located in Zurich and Leipzig, serves a wide range of customers from various industries and different company sizes. The goal is always the sustainable optimization of processes and workflows so that companies can react agilely to market developments at any time. With Isonet's IT solution, 446 Plattform®, own processes can be mapped integrally and flexibly optimized or completely redesigned. The joy of working together creates more space for innovations.

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