



MMS Quickly Responds to Changing Client Strategy to Provide Low Cost Country Resources

CHALLENGE

A large pharmaceutical partner had a dedicated team of US clinical programmers from MMS in place to support a critical and highly visible corporate initiative. Due to shifting strategies, the sponsor required a shift to a low cost resourcing model.

MMS SOLUTION

MMS recommended that the current team of 5.6 US-based programming resources shift to a team of 2 US-based resources and 3.6 India-based programmers. A phased transition was recommended for maximum efficiency, allowing the new resources to learn the project requirements, including a highly specialized program with non-standardized and atypical programming deliverables (i.e., the work was not typical clinical study or submission-based deliverables). MMS segmented work types into maintenance and production streams and created a training curriculum and formalized assessment checkpoints to ensure colleague retention and application of project knowledge. Additionally, MMS utilized SAS test environments to ensure programmers understood the complex macros that had been developed to support the program. Ongoing oversight from the US team during the transition allowed a phased QC approach to ensure each resource was correctly implementing macros and understood the program objectives.

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OUTCOME

MMS was able to assemble the team in one to two months, and the team completed the subsequent transition within three to five months. The transition was successful and yielded the following results:

- MMS took full accountability for training and transitioning tasks from the US to India team, independent from the sponsor
- The transition team ensured high quality support and deliverables throughout transition
- MMS established a scalable model to meet future needs for all sponsors