

# Edgile Case Study: Pharma Life Science

A global leader in Life Sciences with operations migrating to the cloud at a rapid pace

## Challenge

- Accurate and timely data classification
- Regulatory requirements such as GDPR, HIPAA and GxP can impose significant fines if a company can't adequately track and protect data

## Goal

- Reduce operational risk and harmonize 7 distinct business functions and related processes using ServiceNow

## ServiceNow Products

- Integrated Risk Management
- Vendor Risk Management
- Configuration Management Database
- Application Portfolio Management
- Hardware Asset Management
- Software Asset Management
- Business Continuity Management
- CMDB

## Edgile Approach

- Edgile's Decision Engine satisfied privacy, GxP, ethics and compliance, procurement plus IT & information security
- Configuration versus customization
- User Acceptance Testing (UAT) plan executed until defect-free
- Training for management and end-users
- Hypercare to provide extended support

## Results



A single engine now satisfies privacy, GxP, ethics and compliance, procurement, and IT and information security—ultimately resulting in a 70% reduction in reporting and analytics time.



Strong communication and awareness early in the project was vital to success and keeping multiple stakeholders and agendas aligned.

*"The most surprising benefit has been the culture shift. We have a much more collaborative relationship with the other teams involved in projects."*

-- Tami, IT compliance service delivery manager, Life Sciences Company