From Single IT Project to BioTech Business Driver

AgileThought Leverages DevOps & Automation to Accelerate Med Manufacturing Timelines

PROJECT AT A GLANCE

› Provided training on the manufacturing tool with GMP certified team.

› Automation suite developed to increase accuracy and reduce timelines.

› CoE developed in house to train new resources on all aspects of the manufacturing tool and the automation suite.

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> *"The automated development and testing tools the AgileThought team built have led to significant improvements in delivery times and build quality. We've been able to reduce our project times by over 80% due to the efficiencies obtained through automation and workflow management."*
>
> *~ Principal System Analyst*

Product quality control, variability, and yield is top of mind for biotechnology companies. Gathering the required data from disparate sources and across the organization needs to be fast but also comply with regulations – and is a key challenge.

There's an additional risk within specialty chemicals or drug development,: only about one in every ten experimental therapies to start clinical trials makes it to an eventual regulatory approval. The success rate in some disease categories is in the low single digits. Research costs have grown; timelines have stretched out.

To help with these challenges, biotechnology companies lean on manufacturing and process transparency tools such as Biova Discoverant, but only a few organizations have the business experience and implementation expertise to get the most out of these tools.

Results

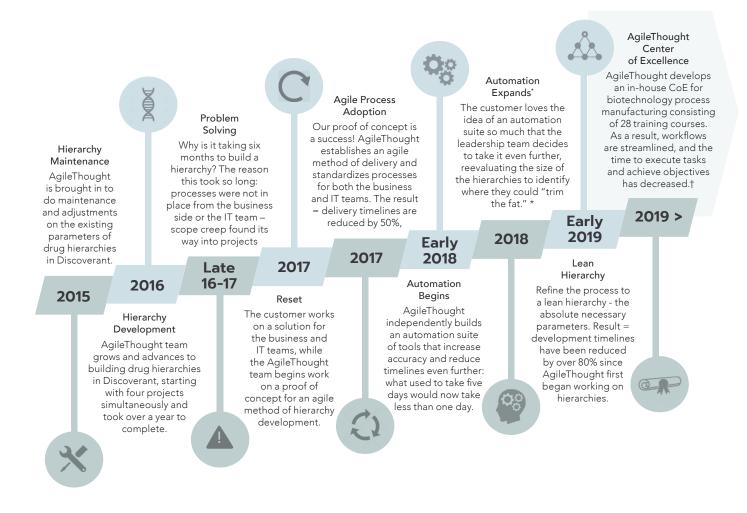| HIERARCHY SIZE	TIME SAVINGS
1500 Parameters (Full Size)	**10–12** weeks / hierarchy
500 Parameters (Lean Size)	**6–8** weeks / hierarchy
Overall savings (2015-present)	**50** weeks / hierarchy

AgileThought™

Human Potential, Digitally Delivered

A leading biotechnology company that focuses on new drug development brought in AgileThought to help maintain and improve existing hierarchies in Discoverant. The AgileThought team grew beyond maintenance work: we implemented new processes, added automation, and helped shorten developmental timelines by almost 12 months per hierarchy.

Here's how:

A DIGITAL STRONG TIMELINE

Hierarchy Maintenance

AgileThought is brought in to do maintenance and adjustments on the existing parameters of drug hierarchies in Discoverant.

2015

2016

Hierarchy Development

AgileThought team grows and advances to building drug hierarchies in Discoverant, starting with four projects simultaneously and took over a year to complete.

Problem Solving

Why is it taking six months to build a hierarchy? The reason this took so long: processes were not in place from the business side or the IT team – scope creep found its way into projects

Late 16-17

2017

Reset

The customer works on a solution for the business and IT teams, while the AgileThought team begins work on a proof of concept for an agile method of hierarchy development.

Agile Process Adoption

Our proof of concept is a success! AgileThought establishes an agile method of delivery and standardizes processes for both the business and IT teams. The result = delivery timelines are reduced by 50%,

2017

Early 2018

Automation Begins

AgileThought independently builds an automation suite of tools that increase accuracy and reduce timelines even further: what used to take five days would now take less than one day.

Automation Expands*

The customer loves the idea of an automation suite so much that the leadership team decides to take it even further, reevaluating the size of the hierarchies to identify where they could "trim the fat." *

2018

Early 2019

Lean Hierarchy

Refine the process to a lean hierarchy - the absolute necessary parameters. Result = development timelines have been reduced by over 80% since AgileThought first began working on hierarchies.

AgileThought Center of Excellence

AgileThought develops an in-house CoE for biotechnology process manufacturing consisting of 28 training courses. As a result, workflows are streamlined, and the time to execute tasks and achieve objectives has decreased.†

2019 >

"The automated development and testing tools the AgileThought team built have led to significant improvements in delivery times and build quality. We've been able to reduce our project times by over 80% due to the efficiencies obtained through automation and workflow management." Principal Systems Analyst.

†"The AgileThought team brought their DevOps and automation experience, and after providing initial training on the software, they developed a comprehensive training program to quickly integrate new staff. These training materials provide for fast onboarding, but also drive standardization and support cross-training of the team." Principal Systems Analyst

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Who's Looking Out for Your Processes?

AgileThought could have just focused on the deliverables on this project – hierarchy maintenance. In order to maximize our clients' success, we always look for opportunities to add value regardless of project scope. By taking a consultative approach to the relationship, our team was able to identify areas that needed improvement and then build and implement a solution. The results: accelerated speed to market, improved process economics and sustainability, and maximized profitability from efficiency gains.

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> *"As a development manager for a niche software product in a regulated environment, finding experienced developers who understand compliance is a real challenge. Because training new developers can be costly and time-consuming, turnover in these specialized roles had a big impact on projects due to extensive onboarding and training. By partnering with AgileThought, we've been able to meet these challenges head-on by staffing with a persistent team of dedicated developers and QA specialists."*
>
> *– Customer Senior IT Manager*

⚙ AUTOMATION AT A GLANCE

Automation Tools Currently in Use

- › Requirements Validator
- › Test Case Creation Tool
- › AG Data Testing Tool
- › Hierarchy Configuration Verification
- › Supplemental Table Manager

- › TFS Build Generator
- › Oracle DME Reporting Tool
- › Hierarchy Configuration Spec Reporting Tool
- › PRIMR Automation
- › PRIMR XML Export

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ABOUT AGILETHOUGHT

AgileThought, a full-service digital transformation and consulting firm, delivers and continually improves digital solutions at scale. For over 20 years, Fortune 1000 companies have trusted us to solve their digital challenges and optimize mission-critical systems to drive business value. Our solution architects, developers, data scientists, engineers, transformation consultants, automation specialists, and other experts are located across the United States and Latin America and provide a range of options to meet your critical needs in the areas of:

› Digital Transformation

› Application Development & Modernization

› Agile, DevOps & Design Thinking

› Advanced Data Analytics (AI, ML, IoT)

› Cloud Delivery & Optimization

› Automation & Digital Workplace Solutions

› IT Infrastructure, Core System Maintenance & Optimization

What to Expect

An agile-first mindset

A partnership model that prioritizes ROI and success

A culture of continuous improvement

Deep technical expertise

9 delivery centers and remote work capabilities

On-demand solution teams

Best Companies to Work For Fortune Magazine	AI & Machine Learning Partner of the Year Award Finalist 2019	Top Company Cultures Entrepreneur Magazine	Inc. 500|5000 Inc. Magazine

Get Started

Want to know how to drive your Biotech business?
Contact us today www.agilethought.com to get started.

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