

## CASE STUDY

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# Innovative Regulatory QC Solutions for one of the Top 10 Global Pharmaceutical Companies



## CLIENT'S BUSINESS NEED

Regulatory QC support to a large pharmaceutical company. A change in the client's internal policy required the QC function to be separate from the writing group.

## THE CACTUS SOLUTION

After being vetted against several other vendors, CACTUS was selected as an offshore partner to provide QC for CSRs and RMPs for the client's oncology division. We identified a pilot pool of QC resources that were trained in the client's processes and requirements. Initially, our QC team worked on 25 CSRs over 4 months. Based on the output, our QC team was awarded an annual book of work that enabled us to build a QC team to support the client's internal teams. CACTUS was introduced to other divisions that required QC support.

## BUSINESS IMPACT

CACTUS supports the client with QC solutions for teams in the US, Europe, and Asia. We developed an innovative, hyperlinked reference binder with bookmarks to sources; this aids the client in incorporating QC comments on high-level documents. CACTUS is now a 'Trusted Advisor' to the client for QC services across multiple divisions.

## INSIGHTS

Clients trust the CACTUS brand because of our talented experts and our flexibility to offer customized solutions based on the client's needs. Through our unique attitude and approach, we strive to become trusted advisors to all clients.