



# Annual customer savings of £25,000 with an Amadeus analytics platform support contract

## Industry case study: Life Sciences

### Challenges

- Analytics platform requiring upgrade
- Reduced in-house platform administration skills
- Lack of consistency of programming skills
- Budget restrictions
- Tight deadlines requiring quick turnaround of clinical trial reporting.

### Solutions

Ongoing Managed Services support providing:

- Platform upgrade
- Platform administrator skills, including platform resilience and hot-fixing

On-site training providing:

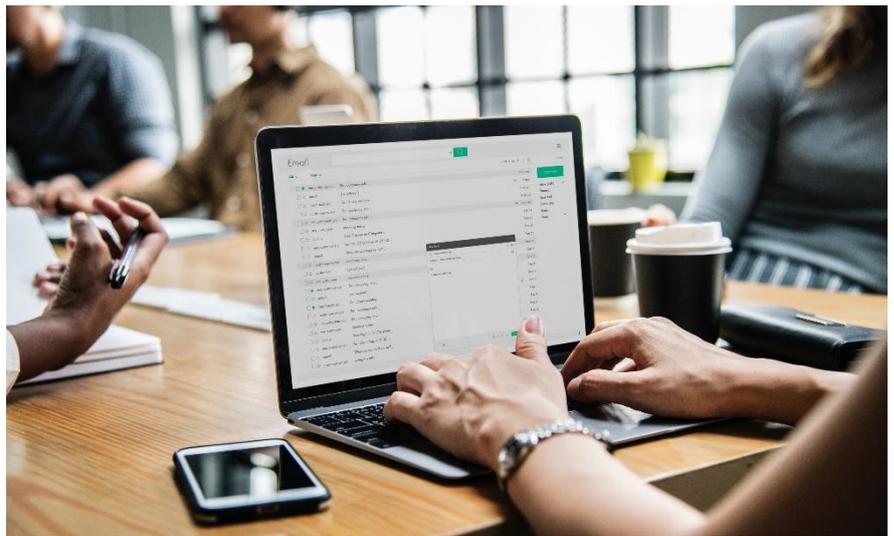
- Consistent user programming skills from fundamental to advanced
- Increased knowledge of specific analytics products

Software reseller providing:

- Management of analytics software license renewals.

### Benefits

- Cost savings of £25,000 a year through outsourced administration expertise
- Upgraded, more powerful analytics platform
- Compliance with stringent industry regulations
- Pre-agreed contract outlining essential support tasks to keep the platform performant for the long term
- More efficient data processing
- Consistent, best practice analytics skills.



Providing platform administration support to complement the skills of the customer's existing analytics team, enabling the optimisation of clinical reporting without the need to recruit.

### Background

The customer specialises in the analysis and reporting of data arising from high-profile, international clinical trials. Analytics enables their team of data users to recognise key trends and patterns. Without a fast turnaround of these analytics, it could slow the rate at which new medicines enter the market.

### Business issue

Accuracy, reliability and efficiency are essential within the Life Sciences industry. However, a legacy analytics environment and limited in-house platform administration skills meant the environment was no longer providing the efficient performance required to keep up with demand. Any issues regarding accuracy or reliability could have a disastrous reputational impact and limit future business opportunities.

### Why was a solution required?

The customer's analytics platform generates insight from data produced during clinical trials initiated by pharmaceutical

organisations. These organisations approach our customer when they don't have the internal resources to commit to obtaining the essential insights within the data.

The customer's limited in-house platform administration skills led to a few issues and errors that slowed platform performance, making it difficult for the analytics team to produce data-driven, actionable insights fast enough to meet demand. This meant longer waiting times for their pharmaceutical customers, potentially slowing the rate at which essential cures can make it to market. To employ an additional member of staff to fill the skills gap would be a significant financial burden, as well as bring about the risks associated with recruiting a new staff member.

## Vision

The customer sought the most efficient solution to respond to their needs and ensure the health and longevity of its platform. Any solution should be affordable and time-efficient, as well as compliant with stringent industry regulations.

The customer also sought to overcome the variation in programming skills of its analysts, to ensure consistent, repeatable analytics that generate valuable, accurate insights.

## Amadeus solution delivered

Amadeus' solution combined the following elements:

- A platform upgrade to improve system performance. Thanks to years of experience in platform upgrades, Amadeus' experts were able to avoid all risks commonly associated with upgrades. Their presence also left in-house data users free to concentrate on their primary function.
- A Managed Service contract ensured the health of the customer's environment was maintained long-term, through hot fixing, patching and resilience optimisation, whilst reducing the cost of accessing these skills for the customer.
- On-site training to enhance the skills of the customer's in-house programmers.
- All future analytics software license renewals are handled by Amadeus on behalf of the customer.

## Results

The successful implementation of Amadeus' solutions realised several key benefits for the customer:

- A significantly faster analytics platform following the upgrade, enabling much greater data processing and efficiency, concurrent usage and heightened staff satisfaction.
- Savings of more than £25,000 per annum through avoiding the need to hire a new employee.
- Analytics platform and processes that are fully compliant with industry regulations, Good Clinical Practice (GCP) and CFR11 Part 21.
- Confidence in the continuity of administrator skills, even in the face of potential staff turnover.
- Improved, consistent skills across teams of data users, rendering the insights more accurate and repeatable.

The customer realises a saving of more than £25,000 per year thanks to their **Managed Services** contract with Amadeus.

## About Amadeus Software – trusted analytics experts

Founded in 1989, Amadeus has an impressive history of supporting its customers in maximising their Return on Investment from data through the application of data analytics and data science across its key business services.



**SAS Software | Consultancy | SAS Training | Managed Services | Graduate Placement**

Amadeus partners leading providers within the industry, including SAS, Microsoft and AWS, to ensure our customers receive the best solution to meet their challenges. These solutions can be across any main programming language, such as SAS, Python, R or SQL.