



# Customised analytics training to empower analysts in the pursuit of a cure for cancer

## Industry case study: life sciences

### Challenges

- Little consistency of analytics and programming skills
- Limited knowledge of best practice
- Potential for reputational damage linked to perception of output quality
- Stringent industry regulation

### Solutions

- Customised training curriculum
- Training delivered globally

### Benefits

- Enhanced programming skills
- Fewer analytical programming errors
- Faster project completion rates
- Consistent, best practice skills implemented organisation-wide
- Greater job satisfaction



Shortening the time to full productivity for the customer through the provision of a bespoke, global analytics training programme.

### Background

Our customer has over 120,000 employees globally. Its Oncology Department has been a leader in the field of cancer research for over a decade, employing 10,000 people across 85 countries. It uses its analytics platform to store, process and report on an enormous volume of data produced during clinical trials, helping its experts identify and develop life-saving medicines and remedies for illness and disease.

"...it is critical that we ensure we get the best level of programming."

**Associate Director, Learning & Development, global pharmaceutical company**

"The Amadeus analytics training is really critical to the company because our core business... relies on having sound and robust systems to analyse clinical data... [and to] meet regulatory standards."

**Associate Director, Learning & Development, global**

### Business issue

Analysis of the data produced through clinical research is critical to the Department. An in-house team of programmers worked with the analytics platform to analyse the results of these clinical trials. However, a lack of consistency and quality across the team limited their effectiveness and usefulness, slowing the new drug development process. The Life Sciences industry is highly regulated and any serious quality issues could cause significant reputational damage.

## What challenges were identified?

There was a clear variation in the skills of the programmers in the department. Many were fresh from university, so didn't possess the skills or business experience needed to produce first-class analytical programs.

"Amadeus has been extremely helpful in scheduling and was open to accommodate changing requirements, often at the last minute. Amadeus is highly flexible in tailoring courses to customer needs... Amadeus really cares about its clients and trainees."

**Associate Director, Learning & Development,  
global pharmaceutical company**

## Vision

The customer sought a comprehensive training programme to improve its employees' skills and ensure consistent, best practice programming. In doing so, they aimed to maximise the effectiveness and accuracy of the analysis of the future clinical trials and improve the speed at which they develop potentially life-saving new treatments.

## Amadeus solution delivered

"One of the best training courses I have attended."

**Course attendee, global pharmaceutical  
company**

After careful research and outstanding feedback from other customers regarding the quality of the training, the customer chose Amadeus as the training provider best placed to meet their needs. One element highlighted were the invaluable

training manuals, useful during training and as reference material in the workplace.

Amadeus designed and delivered a bespoke training programme which covered the entire analytics curriculum, from the fundamentals through to the application of highly complex data visualisation and business analytics techniques.

## Results

Amadeus delivered its expert training programme to nearly 400 delegates across the USA, Switzerland, France and India. This comprised up to 23 classroom courses each year. On completion of the project, a customer survey identified several key benefits:

- Increased business value for the customer:
  - A better skilled, more qualified workforce using best practice programming techniques
  - More complex programming
  - Fewer programming errors, improving the accuracy of analytics
  - Faster rate of clinical trial analysis, speeding up the rate of getting medicines to market.
- Benefits to the individuals:
  - Enhanced programming skillset
  - Increased job satisfaction
  - Over 70% of survey respondents felt their new skills provided career development value.

The **Amadeus training solution** generated significant benefits for the customer, safeguarding its reputation, shortening clinical trials and getting drugs to the market more quickly.

## 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.



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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.

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