# Sample client use case and reference



#### **Global Life Sciences Company**



#### **Life Sciences**



#### Compliance

Background & objectives

A global medical device organization sought to streamline its engagement with HCPs/HCOs from planning through payments to mitigate regulatory risk and support its compliance obligations across countries and regions.

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## **Client challenges**

- Limited visibility into the end-to-end process due to departmental and regional silos
- Inflexible to change with inability to keep up with evolvingly compliance requirements, fair market value (FMV) rates, and internal policy standards
- Tedious monitoring and reconciliation efforts due to difficulty in maintaining evidence of compliance across departments and regions
- Lack of system integration, resulting in inefficiencies in operations
- Insufficient reporting, making it difficult to realize compliance and policy violations until it's too late



## **KPMG response**

# Scope and approach

- Led workshops with SMEs to assess current state controls and processes, define future state workflows, define data requirements, and drive standardization
- Worked across technical teams to architect technical requirements and map integrations with dependent systems
- Designed a future state target operating model for the HCP engagement lifecycle and supporting solution to break down silos across activities (needs assessment, FMV alignment, contracting, invoicing, payment) to drive consistencies

#### Solution highlights

- Delivered a solution that streamlines the workflow across the HCP engagement lifecycle
- Built-in system logic to validate compliance against organizational and regulatory requirements
- Dashboards to provide clear line of sight into HCP spend to facilitate transparency reporting

# Integrations

- Master data management (MDM) systems through APIs to retrieve HCP/HCO and Supplier data
- Multiple Event Management systems (including Salesforce) to get event and faculty data
- Contract Management system to get contract metadata
- Coupa to get purchase order data, submit invoices, and get payment updates
- · DocuSign for digital signatures
- Azure Active Directory to create HCP user accounts

#### **Outcomes**

- Analysis of current state program and gap assessment to identify future state control priorities
- Design of future state organizational structure, processes, and workflows, as well as detailed technical requirements necessary to build a global supporting solution
- Development of supporting tool to provide transparency into business processes with role-based approvals and clear audit trails
- Integration with source systems to accelerate data entry, avoid human error, and centralize line of sight
- Unified user experience for internal and HCP users to streamline processes and enhance buy-in for adoption

