

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.

 Client challenges	 KPMG response	 Outcomes
<ul style="list-style-type: none">Limited visibility into the end-to-end process due to departmental and regional silosInflexible to change with inability to keep up with evolving compliance requirements, fair market value (FMV) rates, and internal policy standardsTedious monitoring and reconciliation efforts due to difficulty in maintaining evidence of compliance across departments and regionsLack of system integration, resulting in inefficiencies in operationsInsufficient reporting, making it difficult to realize compliance and policy violations until it's too late	Scope and approach	<ul style="list-style-type: none">Analysis of current state program and gap assessment to identify future state control prioritiesDesign of future state organizational structure, processes, and workflows, as well as detailed technical requirements necessary to build a global supporting solutionDevelopment of supporting tool to provide transparency into business processes with role-based approvals and clear audit trailsIntegration with source systems to accelerate data entry, avoid human error, and centralize line of sightUnified user experience for internal and HCP users to streamline processes and enhance buy-in for adoption
	Solution highlights	
	Integrations <ul style="list-style-type: none">Master data management (MDM) systems through APIs to retrieve HCP/HCO and Supplier dataMultiple Event Management systems (including Salesforce) to get event and faculty dataContract Management system to get contract metadataCoupa to get purchase order data, submit invoices, and get payment updatesDocuSign for digital signaturesAzure Active Directory to create HCP user accounts	