

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

- Limited visibility into the end-to-end process due to departmental and regional silos
- Inflexible to change with inability to keep up with evolving 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