

MEDICAL INFORMATION EXPERTISE

Agile Response to Complex Writing Project

PrimeVigilance successfully tackled a time-sensitive project involving the **creation of over 60 complex standard response documents (SRDs) during the holiday season**. This case study highlights their efficient project management, expert team collaboration, and ability to deliver high-quality results under challenging circumstances.

Challenge

A client urgently requested PrimeVigilance to create over 60 complex standard response documents (SRDs) across multiple therapy areas. An internal restructure left the client unable to handle the project in-house, and the tight deadline over the winter holiday period further complicated resource allocation.



LOCATION
United Kingdom

**KEY TEAMS INVOLVED**

Medical Information, Literature Research,
Product Training Teams

Approach

PrimeVigilance quickly assembled a multidisciplinary team from Medical Information, Literature Research, and Product Training departments. Key steps included:

**Communication**

A subject matter expert (SME) was assigned to lead the project and a kick-off meeting was held to align on the scope and establish communication governance with the client for regular updates and approvals.

**Process Development**

The team grouped similar topics to minimize the number of SRDs required, while ensuring future reusability. Product training was provided to ensure familiarity with new products.

**Writing and Review**

Teams drafted, formatted, and reviewed the SRDs, while a tracking system was implemented to ensure deadlines were met.

**Project Management**

Regular checkpoints and meetings ensured timely progress and high-quality output despite the holiday season.

Result

PrimeVigilance successfully delivered over 60 SRDs within the requested timeframe, receiving positive feedback from the client. The responses were effectively used to address healthcare professional queries. The client expanded their partnership with PrimeVigilance, adding new products to the second-line response service.

PrimeVigilance demonstrated its ability to deliver high-quality, complex writing projects under tight deadlines. Through expert collaboration, project tracking, and strong client communication, the company exceeded expectations and strengthened their client partnership.

Patient Safety Without Compromise

Global, integrated MI & PV systems for intelligent processing, auto reconciliation, and data insights.