

Case study

Global Pharmacovigilance Transformation Through Vendor Consolidation and Strategic Partnership

OUTCOME



60+

Countries supported



~70

Local vendors consolidated



6

Month transition



5

Member governance team



50+

Local PV professionals onboarded



100+

Countries in client's global footprint

CHALLENGE: FRAGMENTED LANDSCAPE

As a global pharmaceutical organization operating across more than 100 countries, the client managed multiple business units, therapeutic areas, product portfolios, and operating models. Over time, local pharmacovigilance activities had evolved independently across affiliates, resulting in a highly decentralized support structure. Key challenges included:



70 local vendors

Managing PV activities across countries



Limited Visibility

Little to no central oversight of activities and spend



Different Processes

Inconsistent ways of working across affiliates



Multiple Systems

Various PV systems across business units



Complex Management

High effort to manage multiple stakeholders and providers

CREATING GLOBAL VISIBILITY AND OPERATIONAL TRANSPARENCY

Prior to the transition, local affiliates operated with different vendors, varying levels of outsourcing, and diverse service delivery models, making it impossible for the client to obtain a consolidated view of responsibilities, operational practices, and costs across its global network.

PrimeVigilance addressed this directly, by designing and leading a structured affiliate assessment across the network to capture local PV responsibilities, existing vendor relationships, outsourced activities, resource allocation, and local operating procedures.

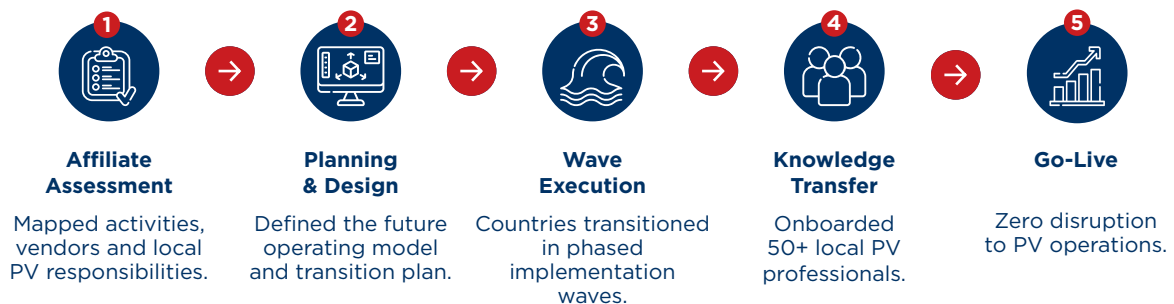


More than a successful transition, the program transformed the client's global pharmacovigilance operating model, providing a single source of truth across its global network. The client gained complete visibility, stronger governance, and a scalable foundation for future growth.

PRIMEVIGILANCE APPROACH

THE TRANSFORMATION JOURNEY

6-MONTH WAVE-BASED TRANSITION



STRONG GOVERNANCE & RISK MANAGEMENT

5-MEMBER PMO TEAM

Planning & Execution

Stakeholder Management

Risk Oversight

Affiliate Engagement

Communication & Reporting

PROACTIVE RISK REGISTER:

Developed upfront and continuously maintained throughout transition and ongoing operations



Zero disruption

Despite the scale of the transition, spanning 60+ countries, multiple business units, and several pharmacovigilance systems, operations continued without interruption throughout the six-month implementation period.

RESULTS ACHIEVED: CENTRALIZED EXCELLENCE

The first year of collaboration delivered all primary objectives established for the program, while generating value that extended beyond the original transition scope.

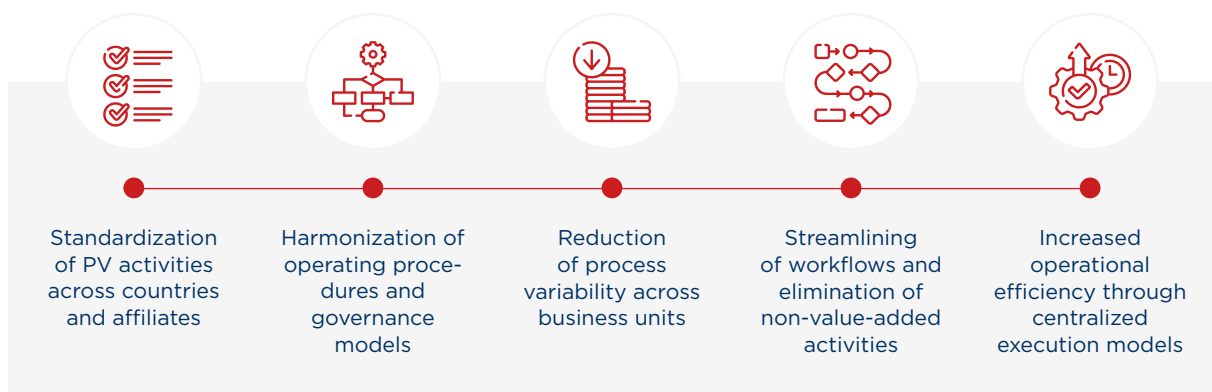


„PrimeVigilance delivered a complex global transition on time and without disruption — giving the client something it did not have before: visibility, control, and a platform to drive meaningful long-term improvement across its global pharmacovigilance operations.”



LOOKING AHEAD

With the transition phase completed, the partnership is positioned to evolve into a broader transformation initiative focused on operational excellence and continuous improvement. Potential focus areas include:



FIVE FACTORS BEHIND A SUCCESSFUL GLOBAL TRANSITION

- 1 Structured affiliate assessment informed transition design
- 2 Wave-based sequencing matched to complexity and readiness
- 3 Dedicated five-member governance and risk team
- 4 Proactive, living risk register with clear ownership
- 5 Close collaboration between global teams, local affiliates, and PrimeVigilance specialists

More than a transition - a new operating model



Beyond a successful transition, this program transformed the way the client manages global pharmacovigilance. What was once a fragmented network of vendors and processes became a connected, transparent, and scalable operating model - creating a foundation for smarter decisions, stronger governance, and long-term operational excellence.

**One global partner.
One governance model.**

**Complete visibility across
global pharmacovigilance
operations.**

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