

QUINTILES ACHIEVES COMPLIANCE

With a comprehensive GRC solution

CUSTOMER SUCCESS STORY

COMPANY PROFILE: QUINTILES TRANSNATIONAL CORP.

Quintiles Transnational Corp. aims to power the next generation of healthcare by providing a broad range of services in drug development, financial partnering and commercialization for the pharmaceutical, biotechnology and health-care industries.

From its headquarters in Research Triangle Park, North Carolina, Quintiles oversees more than 23,000 employees in over 60 countries. The privately held company operates three major groups. Quintiles' product development division provides a full range of services, from early development through late-phase trials, aimed at regulatory approval and post-launch research and consulting on product safety and value.

Innovex, Quintiles' commercialization group, is responsible for sales force and medical communications services, including the promotion of physician education. And the company's NovaQuest strategic solutions help pharmaceutical and biotech firms optimize their portfolio development, company growth and profits through a range of tailored partnering and financial options.

THE CHALLENGE

Quintiles left behind the many regulatory filing requirements demanded under the Sarbanes-Oxley Act of 2002 when the company decided to go private in 2003, and then eliminated its public debt.

But the compliance systems and infrastructure that Quintiles had built proved too valuable to dismantle because they helped the company identify areas in which it could improve operations. Thus Quintiles, on the recommendation of its audit committee, kept the compliance processes and systems in place to bolster the company's corporate governance, allow it to monitor and maintain financial and operational controls, and ensure the accuracy and validity of its financial statements.

"Once a company's culture has accepted the requirements and accountability of a compliance structure, it's much easier to continue and improve upon such culture instead of dismantling it only to reestablish it at a later point and time," said Karl Deonanan, Executive Director, Finance for Quintiles. "At the end of the day, we benefit from a level of comfort derived from the local level up through the consolidated level and thus, our compliance program is an effective support mechanism for our executive team and finance colleagues around the world."

The company's initial compliance tool was very rigid and did not offer all of the functionality Quintiles desired. When the compliance software vendor was sold and product support eliminated, Quintiles decided to investigate the many new solutions that had emerged following their implementation of Sarbanes-Oxley.

"Quintiles was seeking more flexibility, functionality and service support from a compliance solution," Deonanan said.



"One of the reasons we selected this GRC solution was the outstanding quality of the company's management base."

— KARL DEONANAN
Executive Director, Finance
Quintiles Transnational Corp.



THOMSON REUTERS™



"It was critical to find an intuitive solution. This GRC software provided the only solution that was both logical and flexible and allowed for easy adoption by our employees."

— **KARL DEONANAN**
Executive Director, Finance
Quintiles Transnational Corp.

THE SOLUTION

Quintiles' approach was to cast a wide net in its search for potential compliance software vendors. The GRC solution by Thomson Reuters was included in that net and was quickly added to a short list of three finalists.

The company wanted vendors, and their products, to perform in several categories, including: reporting capabilities, security, performance and data storage, and training and support. Quintiles also wanted a system that could easily transfer data from its existing system to the new one, and allow them to customize the way the information is organized.

The GRC software provided Quintiles the comprehensive solution they were looking for with a robust reporting feature that was both flexible and customizable. Users are enabled to grab any data component, extract it into a customizable report from a range of standard software such as Microsoft Excel® or Word®, and manipulate the information as needed. The clean, uncluttered and logical layout of the software's screens also was a key attraction.

"We really liked the flexibility and simplicity embedded in the software as it was critical that we identified a tool that would minimize the learning curve for our employees," Deonanan said. "This GRC software was more logical and intuitive to use than other solutions."

The company was also able to offer a robust training program to a group of Quintiles managers. These managers not only learned the new system, but were able to quickly take the training program and use it to teach the more than 200 Quintiles employees who needed to use the software worldwide — from Japan and India, to South Africa and Continental Europe.

THE RESULTS

The robust features and flexible programming of the software were instrumental in persuading Quintiles to select the Thomson Reuters GRC solution. But the crucial tipping point was the software provider's commitment to meet Quintiles' tight deadline. Quintiles wanted its new system up and running just one month after signing a contract so that it could conduct all of its next-quarter testing on the new solution.

The short timeframe meant managers on both sides had to jump right into the project and work as a team. To achieve this, the managers assigned to lead the software implementation from both companies held weekly calls and provided weekly updates to the senior executives of both companies so that any challenges or questions could be addressed immediately.

“There was a significant amount of focus on implementing this program from day one from both parties, and that focus, given by both management teams, drove this project’s success,” Deonanan said. “We had a tight, stringent timeframe to meet, and both teams stepped up to the plate. Both sides were proactive in their communications and in coming together as one team.”

First, the GRC team developed a detailed implementation plan with action-oriented dates for each stage so that both companies understood what needed to be accomplished to meet the deadline.

Next, members of both companies’ information technology and financial-process experts met so that everyone understood how to integrate the new system with the old.

Then, the team assisted Quintiles with integrating its data into the new system and quickly developed tools that helped automate the process of extracting information from Quintiles’ old system and moving it into the new program.

“Their coordination of all of these efforts exceeded our expectations, and the teamwork between their team and ours was a key driver towards the success of the system,” Deonanan said.

The flexibility of the GRC software made it easier for Quintiles employees to transition to the new system. For example, Quintiles was able to change the labels in some of the control cells so that they matched or mimicked the names used in its old system.

“Our biggest concern was whether there would be a lack of acceptance from our end users, who were not happy about the idea of having to be transitioned to a new tool,” Deonanan said. “Instead, our people have found the new software easier to use, and have found that the enhanced functionality offers invaluable benefits.”

“With this GRC software, we were able to easily move data from our old system while providing the flexibility to format information in a way that met our organizational needs.”

— **KARL DEONANAN**
Executive Director, Finance
Quintiles Transnational Corp.



Quintiles recently upgraded its GRC software, in part so that the company’s internal audit department can leverage the software more within their own processes.

“There’s more capacity that we can leverage from the system, which is what you want from a solution,” Deonanan said. “This GRC software has enough bandwidth that when we’re ready to expand our programs, it has the ability to grow with us.”



