

## Make Your Processes More Consumer Friendly, Lean and Cost Effective

NTT DATA BPO Services for Pharmaceutical  
and Medical Device Companies

### Are your business operations experiencing rising costs or resource shortages?

Medical device and pharmaceutical companies like yours are facing a number of challenges in the changing healthcare market. Recent trends include:

- Rules and compliance time frames for drug and device development vary widely from country to country and are increasingly costly to administer
- Mergers and acquisitions are increasing, requiring consolidation and standardization of systems and processes
- Research and development (R&D) costs have increased, while success rates have dwindled
- Competition from generic drug companies reduces profitability
- Shortage of skilled resources in R&D, quality management and customer interactions makes staffing difficult
- Demand for medical device innovation reduces product lifecycles

### Let NTT DATA help

In response to these challenges, NTT DATA Business Process Outsourcing (BPO Services) has developed a suite of offerings designed specifically for medical device and pharmaceutical enterprises.

Backed by global operations experience and more than 20 acquisitions of our own, NTT DATA has created a shared services model that can help you standardize processes in customer interactions, finance and accounting, and global procurement and order management.

Whether your organization has grown recently due to an acquisition or you need to manage your operations globally, our shared services model can help optimize your efficiency and effectiveness.

### Key benefits:

- Improved operational effectiveness through best practice sharing across business and/or acquired units
- Enhanced, predictable cash flow and return on investment
- Reduced cost of operations
- Increased agility and scalability
- Varied cost structure to match your specific needs
- Reduced focus on day-to-day operations allows you to focus on innovation, growth and customer satisfaction

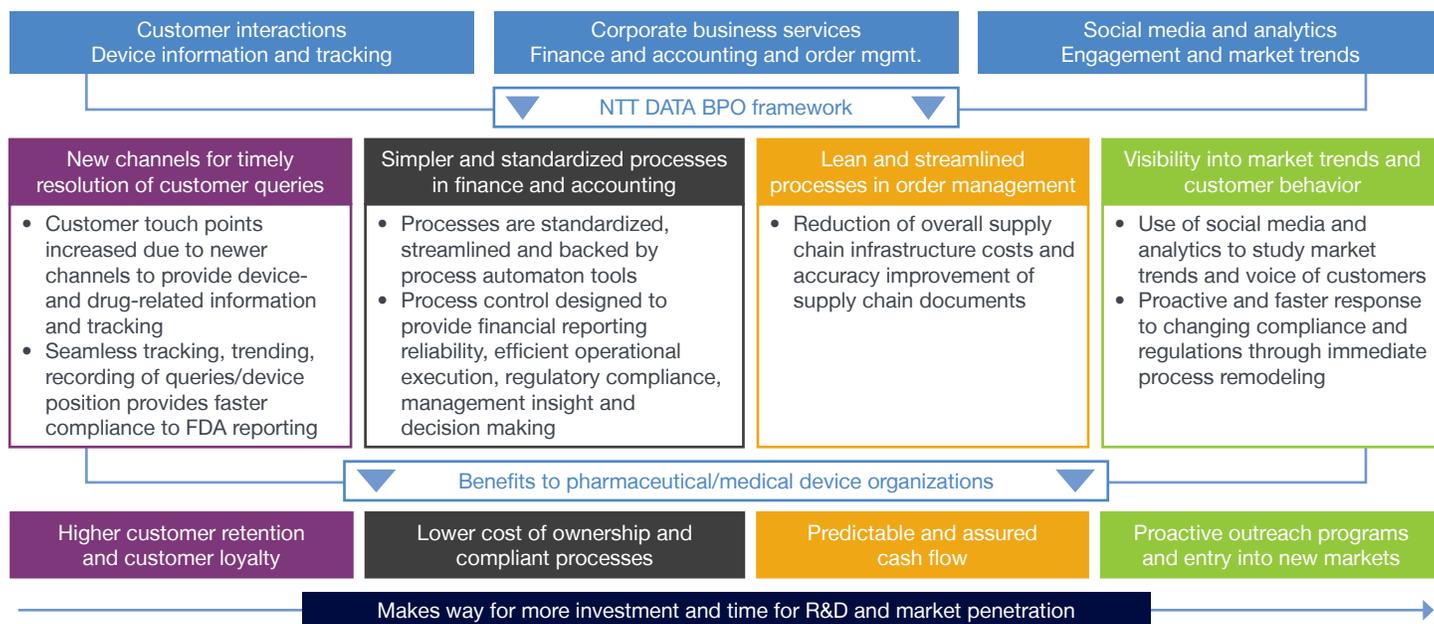


Figure 1: Our BPO shared services model

## Comprehensive, industry-specific solutions

NTT DATA BPO Services for Pharmaceutical and Medical Device Companies offer lower cost of ownership, scalable resource structure and simplified delivery. We deliver these benefits through our global infrastructure, tools and technology for process automation, social media expertise, multichannel input centers and compliance adherence.

### Customer interaction

NTT DATA ensures the tracking and trending of every potential adverse event and resolution within 30–60 days. Our cloud-hosted customer center manages inbound traffic from websites, phone calls, faxes, emails and texts.

Our team of medical and business professionals provide pharmacovigilance and complaint management and manage:

- Case receipt and registry via multiple channels
- Duplication check
- Gathering of additional information to complete case processing
- Entry into safety database input

- Triage of cases and preliminary determination of reportability
- WHO, MedDRA coding
- Reporting, tracking and trending analysis

### Finance and accounting

Benefit from our deep global finance and accounting capabilities, mature processes and solutions built on an integrated platform. Our services include:

- Consulting
- Record-to-report solutions
- Analytics and decision support
- Ecommerce back office

### Procurement and order management

Our procurement expertise, process optimization tools, category expertise and analytical tools can help you reduce your procurement costs by:

- Sourcing and ordering supplies, raw materials and IT resources
- Tracking orders
- Managing accounts payable
- Providing procure-to-pay services
- Performing order-to-cash services

### Social media

Obtain insights from social data, connect

## Cut administration costs while building brand loyalty through improved customer engagement.

with your customers and improve responsiveness with our social media expertise. We can improve your social media efforts by providing:

- Advisory/assessment services
- Listening and insight services
- Listening command center build-out
- Best practice seminars

NTT DATA has provided end-to-end BPO Services in the healthcare and life sciences industry for over 25 years, building a reputation for high-quality solutions supported by the industry's best processes, methodologies, tools and skills. NTT DATA can help your organization achieve an interconnected, streamlined, efficient and consumer-focused environment.

Visit [nttdataservices.com](http://nttdataservices.com) to learn more.

NTT DATA partners with clients to navigate the modern complexities of business and technology, delivering the insights, solutions and outcomes that matter most. We're a top 10 global IT services and consulting provider that wraps deep industry expertise around a comprehensive portfolio of infrastructure, applications and business process services.