

STANDARDIZATION AND SCALE MATTERS



IMAGINE THIS:

A biotech company initiates discussions with a large pharma company to in-license ownership of an immunotherapy for oncology

Legal and regulatory complexities blur timelines, resulting in sudden transfer of ownership

Company requires contact center services within 7 days

THE SOLUTION:

Establish an effective clinical call center for medical information and communications

Oncology-skilled PharmD staff trains on product/technology and immunotherapy

RESULTING IN:

A fully trained and staffed contact center within 7 days vs. the average 60 days