



ICSR Processing

Case Intake/Case Processing Top10 Global
Biopharmaceutical Company

Case Intake/Case Processing

Global Biopharmaceutical Company

Business Need

- The pharmaceutical client needed support in increasing efficiency of adverse event and product complaints intake, streamlining case processing, and providing 100% regulatory submission compliance.

Our Solution

- Indegene established a team of PV executives, Drug Safety Associates, Medical Reviewers, and Operational Specialists to manage the company's daily case flow
- Robust training updates, quality monitoring, and constant feedback were provided to ensure sustained high-quality deliverables and process adherence

Outcome

Engagement successfully transitioned to steady state in 3 months with volumes of 7200 Non-serious or 6000 Serious or 3000 Literature or Clinical Trial cases to be processed by 10 DSAs, 5 OSs, and 5 MRs. After 6 months of collaboration, this engagement opened up for newer therapeutic areas and increase in case volumes.



To learn more about how we can help your organization, please contact:



Marketing.global@indegene.com



www.indegene.com/lifesciences



www.indegene.com/lifesciences