



Solution Overview

Metastorm Enterprise for Pharmaceutical Firms

Product safety, time to market, and efficient distribution – it is possible to align these goals.

Metastorm addresses the challenges of the pharmaceutical industry with Metastorm Enterprise— an integrated portfolio of fast and flexible enterprise modeling, business process automation and integration software to help you optimize your processes and systems, get products to market faster and achieve a competitive advantage.

Metastorm ProVision®: Analyzing and Optimizing Business Processes, Systems and Technologies

The Metastorm ProVision enterprise modeling suite provides end-to-end process modeling capabilities, allowing organizations to model and improve their processes, assets and organizational responsibilities under one common framework. A pharmaceutical firm can use Metastorm ProVision to understand the relations among processes that span across silos and multiple organizations, or how a given system supports multiple processes. This process analysis, modeling and simulation environment is combined with recognized "ease of use" for both business and systems users.

For example, Metastorm ProVision has been used by a major pharmaceutical company to establish a large-scale view of the company and develop a technology architecture strategy for consistent, effective deployment of IT systems.

As an added benefit to accelerate results, Metastorm offers a portfolio of Reference Models that provides a knowledge base for defining the operations of key business functions highly relevant to pharmaceutical organizations, including:

Metastorm Reference Model for Supply Chain (SCOR)—The Supply Chain Reference Model helps manage and improve supply chains by providing hundreds of the Supply Chain Council's (SCC) proven best practices and metrics. Using standardized supply chain process definitions and their associated

Highlights

Benefits

- Maintain the highest standards of product quality while managing growth
- Standardize processes and improve efficiencies
- Make better and faster decisions for financial and operational health

- Tighten up procedures and audit trails to ensure regulatory and legal compliance
- Support the move to electronic records and improve collaboration across departments

Customer Success

- AmerisourceBergen
- Wyeth

Learn about these and other Metastorm customer successes at www.metastorm.com

performance metrics allows organizations to identify and benchmark processes with the same processes of other SCC members.

Metastorm Value Reference Model (VRM) – Built on the foundation of the VRM developed by the Value Chain Group, this dynamic solution enables organizations to develop unique, competitive value chains composed of highly integrated business processes that cut across corporate and functional boundaries and are fully aligned with the corporate strategy.

Using Metastorm ProVision in a Software-as-a-Service (SaaS) model further enables you to address governance and compliance challenges and lower overall risk. The Metastorm ProVision SaaS offering allows you to quickly and conveniently establish a shared repository environment, without needing to install an internal server. This means your company's distributed work teams can immediately pool their knowledge and focus on the important business of improving their processes and systems.

Fast and Accurate Data Collection

As part of the Metastorm ProVision offering, Metastorm Discovery is an interactive process discovery tool designed to enable faster and more accurate collection of data, process understanding, and process metrics that can be used to drive business process modeling, improvement, and optimization efforts. This solution allows you to easily and economically collect actual experiential data on processes to determine where opportunities exist for continuous process improvement.

Metastorm Discovery can capture information about all steps in a clinical, commercial or manufacturing process – including manual and off-line activities. For example, it can help you better understand the time and cost impact of quality problems within areas such as sales operations and product safety.

This data can be used as input for modeling an “as is” process and analyzing potential improvements using Metastorm ProVision with the goal of optimizing the process to meet specific strategic objectives such as minimizing costs, accelerating response time, or improving productivity. The optimized process can then be deployed and automated through Metastorm BPM.

Metastorm BPM®: Round-trip Process Life-cycle Management

Metastorm BPM provides capabilities for designing, automating, analyzing, and monitoring human-centric and integration-centric activities and processes – enabling pharmaceutical firms to deliver new therapies in the most cost-effective and timely manner possible.

Pharmaceutical firms that use Metastorm BPM gain repeatability, control and visibility throughout the organization, while simultaneously creating more efficient and streamlined processes. With Metastorm BPM, you can:

- Establish well-defined processes that span multiple people, organizations and systems
- Integrate with related systems and tools, including Document Management Systems (DMS), Clinical Trial Management Systems (CTMS) and Enterprise Resource Planning (ERP) Systems
- Present complete monitoring and visibility into the process life-cycle
- Provide secure and highly-compliant procedures
- Provide tracking and oversight, helping identify potential bottlenecks and risk areas

For example, one pharmaceutical company uses Metastorm to help define business processes and unify its information systems to break down barriers between organizational and geographic divisions, and to improve collaboration and innovation. Another Metastorm pharmaceutical customer uses Metastorm BPM for initiatives including the automation of chargeback and contract administration management.

Additionally, a top-tier global pharmaceutical firm rigorously evaluated Metastorm BPM, ensuring that it adheres to GAMP 4.0 guidelines and provides controls for developing validated 21 CFR Part 11 compliant applications.

Adding Value to DMS

Metastorm BPM also delivers value-added support for your pharmaceutical organization's document management needs. The Metastorm Document Management Provider Framework provides easy and rapid methods of integration between Metastorm BPM and customer-selected DMS applications. This helps you achieve faster time to-market for deploying document-intensive processes.

From a user's standpoint, Metastorm BPM provides seamless integration with DMS systems, for example allowing you to link to and track content directly from within a process while at the same time storing and maintaining the integrity and latest version of the document in the source content management system. One pharmaceutical customer used Metastorm BPM to automate the entire clinical document life-cycle from planning through issuing for over 25 clinical document types including Clinical Study Reports. This solution provided the customer with visibility into the processes of clinical document drafting, scientific review and approvals, and greatly increased the work assignment capabilities on top of its DMS.

MIM: Integrating Your Systems and Services

The Metastorm Integration Manager (MIM) helps pharmaceutical organizations rapidly and cost-effectively integrate and efficiently utilize diverse and often highly distributed business systems and services, databases, file systems, and even the most obscure legacy applications.

Whether deployed as part of the Metastorm Enterprise suite or on its own, MIM provides you with a robust platform for:

- Designing, executing, and monitoring system-based processes
- Web-service enabling existing mainframe and legacy applications and functions
- Enabling high-volume secure Managed File Transfer (MFT)
- Integrating mainframe and legacy systems into new and existing business processes on updated technologies
- Enabling native integration to and system-based process management on IBM CICS systems
- Supporting the move to a Service-oriented Architecture
- Assembling multiple application functions and data from various systems
- Providing a framework for new composite application development

With MIM, you have visibility into and can control even the most minute system tasks within the construct of a business process.

The Value of Metastorm

Metastorm can help you quickly understand and optimize your pharmaceutical processes and systems to run your business better, and then gives you the agility you need to respond to changing conditions, regulatory changes and variations, and demands for a rapid product delivery life-cycle. Pharmaceutical firms can depend on Metastorm to help you provide:

- Process efficiency, effectiveness and cost control
- Regulatory and legal assurances and compliance
- Information security, confidentiality and ethical standards

For more information on how Metastorm solutions can help you, contact us at 1 877-321-META or sales@metastorm.com.

© Copyright 2009, Metastorm Inc. All rights reserved. Business to the Power of 3, Enterprise Process Advantage, Metastorm BPM, Metastorm Discovery, Metastorm DNA, Metastorm Knowledge Exchange, Process Pod, ProVision, and the See.Think.Do image are either registered trademarks or trademarks of Metastorm Inc. Other product, service and company names mentioned herein are for identification purposes only and may be trademarks of their respective owners. 6.3.2009.