

Pharmaceutical Case Study

# **Delivering Superior Literature Access For Global Pharma Company Through Centralization & Automation**







## The Problem

**RS: Tell us about your organization and your library team.**

A: We are a global organization with over 16,000 employees. Our library team includes staff in the U.S., Germany, and Japan. Within the medical affairs organization, we fall into the medical and development hierarchy-but we provide support for every company employee worldwide with document delivery, information research, copyright consultations, and other services.

**RS: Describe the situation before you adopted Article Galaxy. How were you providing access to scientific literature within your organization?**

A: Prior to our adoption of Article Galaxy, we were three siloed libraries: Americas, EMEA, and Japan. The U.S. and Japan libraries were using document delivery only, but not Article Galaxy. And Germany had a different literature access solution. The EMEA and the U.S. libraries merged in 2015, and more recently we merged with Japan as well to become a global library. But even after we merged, a lot of things were still happening in silos.

In addition, we wanted to be more proactive. With our limited staff serving such a large population, it had become untenable to maintain the top level of service we strive to deliver.

**RS: Talk about your workflow processes at the time. What were some specific challenges you faced?**

A: We were doing a lot of things manually, which was a drain on our resources. In fact, we had two full-time staff dedicated to literature access. Before submitting an order, they had to manually check the subscriptions and the virtual library. In many cases, people ordered articles directly through the publisher using a purchasing card. Again, due to our manual processes, we spent a lot of time reconciling and approving the receipts. I will never forget the process! At the end of each month, I would go in and attach all the receipts that I had and chase down the receipts that I didn't have; then document everything and submit it for approval.

At that point, someone had to go through each transaction to make sure it was in compliance. I would say we spent an average of 15 minutes on each transaction. With an average of about 200 transactions per month, the process took up about 50 hours of manpower every month.

### Who

Global pharmaceutical company with over 16,000 employees and assets exceeding 15 billion.

### What

Company seeks to improve the health of people around the world through the provision of innovative and reliable pharmaceutical products.

### How

Teams set targets of research and development (R&D) from multiple perspectives and work to create innovative medicines to fulfill high unmet medical needs based on the concepts of Best Science, Best Talent, and Best Place.

### Why Article Galaxy?

The company's Library & Information Services team consists of ten full-time staff, spread across three global facilities in the U.S., Germany, and Japan. We spoke with the team's associate manager to learn how Research Solutions' Article Galaxy platform helps them provide 16,000 employees across the globe with seamless access to scientific literature for research, regulatory, and pharmacovigilance activities.

“ We've cut costs significantly by preventing duplicate article orders. Previously, we saw about 20% duplicates across the region. With Article Galaxy's duplicate alerting feature, we've eliminated those redundant costs.”

# The Solution

## RS: What considerations went into your decision to adopt Article Galaxy?

A: The number one critical thing was to have a good customer experience. The second piece was seamless integration-no interruption to service. And the third critical factor was cost. We wanted to be sure we were leveraging subscriptions, as well as being effective with other articles we were already paying for.

## RS: Describe your deployment experience and customer rollout.

A: We partnered with our Research Solutions account manager to implement Article Galaxy and build out some customizations to our workflow. Machinations were happening behind the scenes, but it was a completely seamless experience for our end users. They didn't realize anything was happening.

## RS: Talk about the outcomes you've seen with Article Galaxy. Has the solution addressed your challenges?

A: Yes, Article Galaxy has addressed the key challenges we were facing. All document delivery is now happening in one

place, on a centralized platform. That's been very valuable. We can gather metrics on things like how many people are ordering articles and which departments are utilizing our resource. We couldn't do that when everything was happening in silos.

Currently, we're analyzing our subscriptions to determine which ones we need to continue-and where we can save costs by discontinuing subscriptions, yet still provide the access that our customers need. We're comfortable doing that because we've created such a user-friendly customer experience. Prior to adopting Article Galaxy, we had no way to collate all of that in one spot, so we couldn't answer those questions. We didn't have that data and we do now. Perhaps the biggest benefits we've achieved stem from automation. We were able to automate a lot of manual tasks when we moved to Article Galaxy. In fact, we've freed up two full-time staff by moving the document delivery function out of people's day-to-day tasks, while still providing excellent service for our users. We can do more for our customers with the same number of resources. We've also cut costs significantly by preventing duplicate article orders. Previously, we saw about 20% duplicates across the region. With Article Galaxy's duplicate alerting feature, we've eliminated those redundant costs.

# The Conclusion

## RS: How would you rate your experience working with the Research Solutions team?

A: On a scale of 1 to 10? A 20. We love working with Research Solutions, and Article Galaxy has delivered great benefits. Best of all, we're providing exceptional service for our customers. I was recently talking with a new hire who told me how pleased she is with our document delivery service. She said that in previous organizations where she's worked, she had never received her requests so quickly and she's never been happier with the service. That was good to hear because it means that we're doing something right.



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