

Global Statistical Programming Functional Service Provider Program

North America & Europe



Business Issue

The Statistical Programming group within a top 5 biopharmaceutical company was seeking to diversify and expand their programming support team for both Europe and North America with a lower-cost option. Many typical outsourcing regions were under consideration, but our team suggested that Eastern Europe would be a viable option due to the highly technical resources available in the region, an historically low turnover rate, and the high-quality work these resources produce.

Solution

After a thorough evaluation of the various regions, our client chose our team in Ukraine. A Functional Service Provider model was implemented that started with a small, pilot team of dedicated Clinical SAS programmers supporting Europe and has now grown to multiple teams supporting both Europe and North America.

Results

- Efficient ramp up by leveraging the US-based delivery model and management structure
- Greater efficiency and increased ROI via access to top talent based in the region
- Project continuity due to a **97% retention rate** in the first four years of the program
- Sustainability and growth through training programs and academic institutional partnerships
- Low-cost solution in an Eastern European location with a mix of Senior-and Junior-level resources

“[Our resource] is again proving to be a pivotal member of the team on our project. He has been assigned to the most complicated tasks on this project and has managed to deliver without any difficulties. He has exceptional technical skills and is very good at making suggestions to the team to resolve any complex programming problems.”

- Study Lead, Top 5 Biopharmaceutical Company

