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Reducing risks in health care

Globally consistent IT quality helps manufacturer deliver on its promise

Consider the dangerous consequences if a health care company shipped a nearly expired pallet of medicine to a pharmacy, or sent unsterilized surgical instruments to a hospital. That's why manufacturers of medical devices, pharmaceutical products, and consumer packaged goods are intensely focused on getting quality products into the right hands at the right time. To accomplish this goal, they rely upon numerous complex information technology (IT) applications.

Accordingly, the US Food and Drug Administration (FDA) and other global regulatory agencies have strict Computerized System Validation (CSV) protocols in place to help ensure patient safety, product efficiency, and data integrity. Reducing manufacturing and distribution risk is a priority, which makes the quality of global IT systems critical.

For more than five years, Deloitte in the US has been helping one global health care company comply with FDA and other global regulatory IT systems requirements, and attain the highest levels of efficiency and effectiveness. This has been accomplished, in large part, through an integrated CSV center of excellence (CoE) developed with Deloitte globally and with continuing operational support from Deloitte.

The approach has been so successful that the client asked Deloitte to expand its US CSV CoE model to multiple countries in Asia, Europe, and South America. "Before they decided to centralize several of their IT functions, the client's CSV services were handled by different companies in different countries with various levels of quality," explains Deloitte US's Tom Hodson, the manufacturer's Global Lead Client Service Partner. "Now, all services are led by Deloitte US with services provided by several Deloitte member firms in Asia, Europe, and South America, and all of the related operational support is being done by a dedicated Deloitte US service center in India. With identical delivery models in place, they have consistently high-quality IT services where they want them."

This consistency and structure has benefits beyond safety. As happened in the US, the client anticipates reducing CSV costs by 40 percent in countries adopting the new process, saving millions of dollars. The newly centralized IT function also is able to provide better service across the client's entire organization. "With global standards in place, their people can develop software faster with greater quality assurance. Their IT leaders also can predict and plan more effectively than before," Hodson says. "Our work is helping their IT function be a better partner to the client's entire business."



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Tom Hodson, Partner, Deloitte US