



Introduction

A Major Pharmaceutical needed **Change management** process to meet FDA compliance regulations (21 CFR Part 11). A vision to utilize IT investments that enhances business operations while tracking issues and minimizing impact.

To review & enhance, the management also requested dashboards to review performance, capacity and availability metrics for IT departments.

Solution

Mindspring Consultants designed & delivered a solution that mitigates the risk associated with the routine and emergency IT changes in the production environment of the organization. The solution also facilitated easy coordination and automation of change process between business owners and IT operations.

Approach

Our Build to Last approach follows a thorough assessment of existing process, requirements evaluated vis-a vis ITIL standards and Industry best practices, designed and prototyped solutions. On prototype approval from users and management, we developed & implemented a Change Management & Asset Management Solutions for Global operations.

Technology & Tools

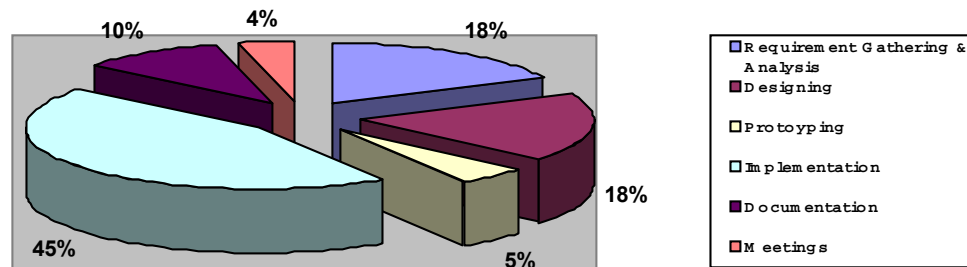
The solutions were crafted on Remedy ARS 6.0, Change Management 5.6, and Asset Management 5.6 applications. It also provided complete integration with the external applications like email, pagers, test software and monitoring & networking tools - Tivoli Inventory Management, Document Control Application.

Client Says

**No more " Every week - 4 hrs - 50 people " Change Control Board Meetings and Release meetings.**

Mindspring Inc team customized & automated our Change & Asset Management solutions, which meets our requirements, FDA regulations, 21 CFR part 11 requirements and brings operational efficiency and value on our board.

Time Spent Analysis during the project



Comparison of deliverable quality - Mindspring inc with other vendors

