

Centralizing coding operations across clinical and safety for a top-10 global pharma company

Challenge



A top-10 global pharma company was using multiple coding platforms across Clinical and Safety for query management, drug groupings, and clinical data coding. This created unnecessary complexity and limited operational efficiency.



The organization needed a more connected approach that could bring these activities together in one comprehensive solution while supporting enterprise-scale use and aligning with existing coding practices.

Prudentia approach



Prudentia deployed MedCodr, along with MFI, to provide a centralized environment for clinical coding and medical dictionary browsing. The implementation included integration with the client's EDC solutions, SSO, migration of studies, custom queries, and drug groupings from legacy systems, and targeted functional enhancements to align the platform with the client's established coding practices.



The solution was delivered as a fully validated out-of-the-box deployment, supported by training materials, end-user training, hypercare, and ongoing release management, validation, enhancements, and study and dictionary management support. This gave the client a practical path from fragmented operations to a more streamlined, scalable coding environment.

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Outcome



The client moved from a fragmented multi-platform model to a centralized coding environment designed to support greater consistency and operational efficiency across clinical and safety.



MedCodr was implemented as a one-stop-shop comprehensive solution supporting more than 200 users, helping the organization simplify coding-related activities across teams and establish a scalable foundation for enterprise deployment and ongoing adoption within a global operating environment.

Key takeaways



A centralized coding model can reduce operational friction when clinical and safety teams are working across disconnected systems. In this case, Prudentia helped the client consolidate coding, dictionary browsing, query-related activities, and legacy assets into one validated solution that was built to support scale, usability, and long-term operational continuity.