

Replacing an unsupported coding platform and simplifying dictionary maintenance for a top-20 global biopharma company

Challenge



A top-20 global biopharma company needed to replace a coding solution that was no longer supported by its vendor. At the same time, dictionary maintenance and upgrades had become too difficult and costly to manage, and the company was also experiencing integration deficiencies with its existing EDC systems.



The business needed a modern, validated replacement that could reduce operational burden without creating unnecessary disruption.

Prudentia approach



Prudentia deployed MedCodr and MFI in a hosted dedicated environment and integrated the solution with the client's EDC systems, including Veeva Vault and Inform. The platform was delivered as a fully validated out-of-the-box solution, while still allowing the client to complete additional validation activities, including UAT, in line with its own CSV practices.



The implementation also included end-user training, hypercare, and ongoing release management together with study and dictionary management support. This gave the client a validated and integration-ready platform that could replace the unsupported legacy system while fitting into the company's regulatory and operational framework.

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Outcome



The client moved to a dedicated hosted coding environment designed to make dictionary maintenance more manageable and improve integration with its broader clinical data ecosystem.



The MedCodr deployment supported more than 80 users and established a more sustainable foundation for ongoing coding operations, release management, and study and dictionary support, while addressing the client's three core pain points: unsupported legacy technology, upgrade burden, and integration gaps.

Key takeaways



For biopharma teams, replacing an unsupported coding platform is not just a technology decision; it is an operational and compliance decision as well. In this case, Prudentia helped the client modernize its coding environment with a validated solution that reduced maintenance burden, improved interoperability, and supported long-term use in a regulated setting.