

Improving integration and cost-effectiveness for a top-30 global pharma company

Challenge



A top-30 global pharma company needed to replace a coding solution that was no longer supported by the vendor. The company was also dealing with difficult and costly dictionary maintenance, as well as integration deficiencies with its existing EDC solution.



The priority was to find a more supportable and cost-effective alternative that could improve connectivity across systems while working within the company's validation framework.

Prudentia approach



Prudentia deployed MedCodr and MFI in a hosted dedicated Dev/Val/Prod environment for clinical coding and medical dictionary browsing. The implementation included integration with the client's EDC systems and SSO, creating a more connected and user-friendly operating environment. The solution was delivered as a fully validated out-of-the-box deployment, and Prudentia worked closely with the client's validation team to define deliverables that could be repurposed within the client's CSV process.



The client then completed additional validation activities and developed further documentation as needed. End-user training, post-go-live hypercare, and ongoing study and dictionary management support were also included.

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Outcome



The client gained a dedicated hosted coding environment designed to address both technical and operational pain points. MedCodr provided a modern replacement for the unsupported legacy system while supporting stronger integration, a more manageable validation approach, and ongoing study and dictionary support.



The implementation supported more than 80 users and created a more practical long-term foundation for coding operations, with a solution designed around improved integration and a more cost-effective operating model.

Key takeaways



When sponsors evaluate medical coding solutions, the real decision often extends beyond functionality alone. In this case, Prudentia helped the client adopt a validated, hosted, integration-ready solution that reduced the burden of maintaining an unsupported platform and provided a more practical path forward for regulated operations.