



A secure extranet interface for external users



Third Party Access

overview

Electronic Submissions require interaction with third party contract research organizations (CROs). Common issues faced when dealing with CROs include the time spent emailing documents and sending hard copy documents to authors as well as enforcing standards and templates. Technology Services Group teamed with a major pharmaceutical firm to design and implement a solution that provides third parties the necessary system access to participate in the authoring and approval of a document without compromising the system security.

solution

By implementing the following features, TSG designed an extranet system that exposed the necessary standards, templates and processes to third party authors.

- **Secure Access** – In order to minimize the security risk, third parties do not have direct access to the electronic submissions system interface. A second streamlined interface was implemented that allows external users to access the Electronic Submissions repository. This architecture offers a more secure simplified interface to the third party users as well as provides the best balance of validation requirements.
- **Expose Business Functionality from Base Application** – An internal document owner initiates a workflow to third parties through the electronic submissions system interface. This process leverages the same business functionality (e.g., templates, lifecycles, audit trails) that is enforced in the base submissions system ensuring third parties are adhering to the same processes.
- **Third Party Author, Review & Approval** – The system allows for third parties to export and print documents for editing through the external interface. They are also able to view internal reviewers' comments and annotations and electronically approve documents that are routed to them. This is all captured in the document and is stored in the electronic submissions repository.

result

The implemented solution provides a consistent tool for third parties to access and participate in the creation of an electronic submission. By exposing the business processes directly to external users, data is more consistent, actions are properly audit trailed and interaction time between internal and external users is greatly reduced.

contact information

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solution overview

industry

Pharmaceutical

challenge

Electronic Submissions require interaction with third party contract research organizations.

solution

An external web-based application that exposes the necessary standards, templates and processes to third party writers and medical investigators.

result

Streamlined process that decreases the time to include external partners in the creation of an Electronic Submission.