



Formerly FMD K&L

CASE STUDY

Implementing FSP Staff Augmentation for a Pharma Client



**For one top-10 pharmaceutical company, we
provide a mixed model that includes the following:**

**Staff augmentation
in biostatistics
and statistical
programming for their
existing in-house team.**

**Dedicated FSP teams
working on specific
projects to build
efficiency in both
timelines and cost.**

**Traditional large FSP
team that covers all
functional areas within
their organization.**

Managing a large team can be challenging. A sudden change of team size, whether it's a scale-up or scale-down, can present serious questions on how to digest the off-boarding resources in a downsize situation or how to ramp up resources quickly in the case of a scale-up. This requires management experience and constant, transparent communication between the sponsor and our management team.





HR Recruiting Support

We keep our recruiting team updated on the lookout for programmers in general and some specialties, knowing our clients' profiles. We developed a database of specialty programmers we can access when finding a solution for our clients. To better build our network in this regard, we opened new offices in different global areas, established new collaborations with global partners, and teamed up with other CROs to share resource information.



Dedicated Account Manager

A dedicated account manager is appointed to be the point of contact (POC) for the client. ClinChoice account managers have long tenures in the pharmaceutical industry and extensive experience working with clients in project- and non-project-related matters.



Team Structure and Design

In this staff augmentation model, which includes different functional areas, team members regularly communicate with their direct functional manager on the client side for project-related questions. The ClinChoice account manager is available to address administrative questions.

For the dedicated team specializing in a specific type of assignment, a very experienced ClinChoice project lead is assigned. The lead is responsible for addressing all technical questions and for escalating issues to our account manager. A sub-lead supports the project lead for specific tasks. The sub-lead focuses on details within a smaller team or particular program study to ensure all project requirements are met. This structure has backup support built within each level to ensure there is no interruption of service and allows us to scale up and down as it's a pyramid and has a responsible member at each level.



Planning, Communication, and Evaluation

Clear communication with our clients is essential and begins with a kick-off meeting for each project. The discussion includes set agenda items, and minutes are generated for both parties to refer to during future KPI assessments. We communicate clearly and proactively regarding client expectations, what is needed and when, the scope, and deliverables, along with the issue escalation process. Team communications are tracked through an issue log where both parties document their responses to any issues. This document helps identify major decision changes or deviations. On an ongoing basis, KPIs are assessed with an emphasis on quality and timeline and reviewed during regular steering committee meetings and joint governance committee meetings.



Retention

Retention is key to any successful FSP engagement as it enhances opportunities for productivity and efficiency. In a staff augmentation engagement, efficiency can only be achieved through a dedicated, knowledgeable team and lead who has a history with the client and understands the client's protocols. ClinChoice motivates our FSP employees through career advancement opportunities, competitive benefits, and a culture of teamwork, integrating them into our company at every opportunity.



Collaboration with Our Clients

Strong collaborative client relationships are crucial. ClinChoice establishes a flat engagement structure to engage our clients at different levels of management with clearly defined expectations and responsibilities. We monitor engagement closely, actively seek feedback and updates, recruit and train new resources, and continuously optimize the process as needed. We constantly engage new industry trends and initiatives to guide clients with innovative, proven solutions.



CONCLUSION

Managing a large staff augmentation team with many moving parts can be complicated and challenging. Luckily, ClinChoice's experienced resource and management professionals have deep expertise in staff augmentation. These professionals provide excellent daily team management, conflict resolution, performance management, client communication, and long-term planning.

About ClinChoice Inc

ClinChoice is a global CRO dedicated to offering high-quality full clinical development services to Biopharmaceutical, Vaccine, Medical Device, and Consumer Products clients. These services include Clinical Operations, Project Management, Biostatistics, Data Management, Pharmacovigilance, Cosmetovigilance, Device Safety, Medical Affairs, Medical Writing, Regulatory Affairs, Toxicology, innovative and AI based IT solutions and implementation, and other product development and registration services. ClinChoice has development centers across the US, Canada, China, Europe, India, Japan, and The Philippines with more than 2400 dedicated professionals.

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