



Change you can trust.

A ProductLifeGroup Company

G-Cloud 14

Service Definition Document

A Consulting, Digital Transformation and IT Quality
business helping Life Science organisations innovate &
transform within a regulated world

Digital Strategy



Delivery



Transition & Transformation



Quality

Focusing on root cause, delivering right sized solutions to meet client's needs and problems

Highly skilled professionals providing a blend of business knowledge and subject matter expertise

Working to any scale with local and global resources.

Pragmatic, risk focused advice and support.

Quantifiable benefits through careful evaluation of business problems & effective management of solution delivery

Integrity throughout



Invest In Our Relationships

Our success only happens when we value and nurture our relationships with you, our clients.



Be Inspired

We look at your business needs from all dimensions, sometimes the best solutions are not seen when looking head on.



Always Dedicated

Dependable, steadfast, trustworthy, reliable – we know that success is often found in the detail.



Keep It Personal

Every client has bespoke needs, just as our services are always tailored to your requirements, so are our interactions and service along the way.



Innovate

Our valued partnerships allow us precious insights, fuelling future successful outcomes through innovation.



Integrity Throughout

As our name suggests, integrity runs through the organisation and everything we do, we are fiercely proud to build quality into our work, even when no one else is looking.

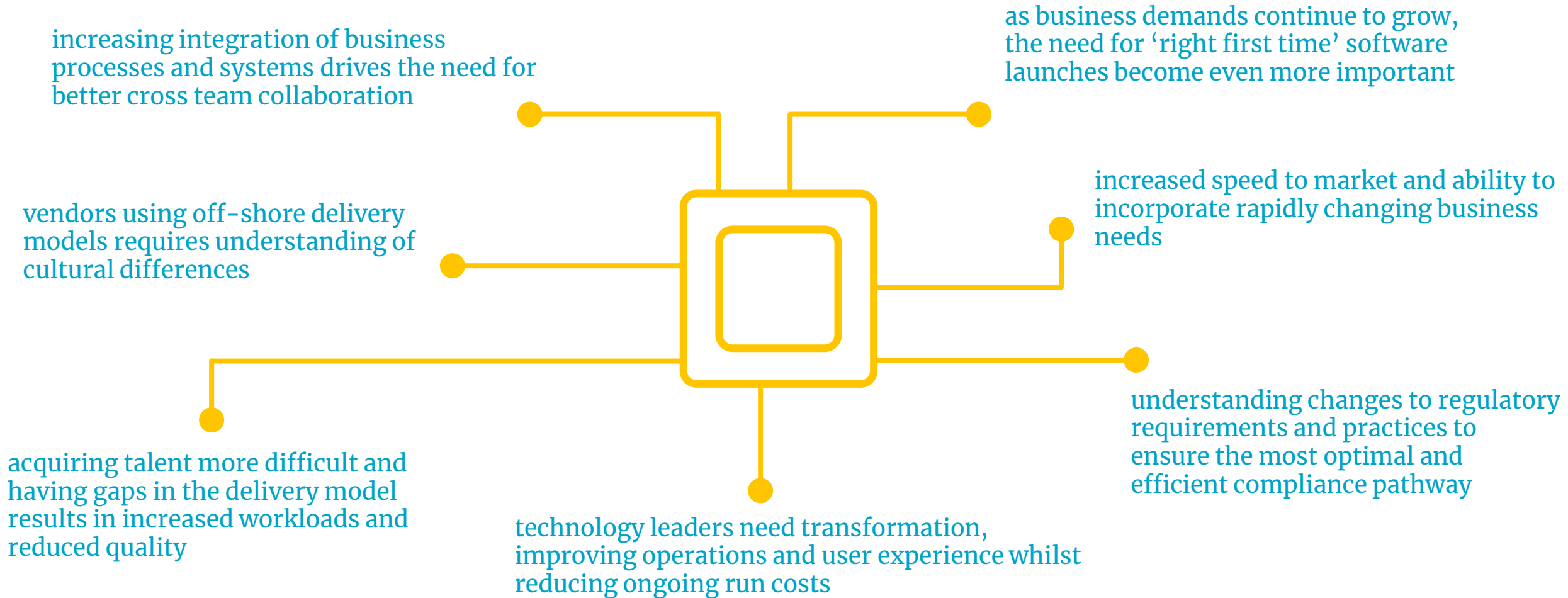
Our Vision

Our vision is a world where life science organisations can safely and confidently evolve their technologies so they can focus on improving quality of life.

We are a leading supplier of IT project and quality services.



Life Sciences faces significant challenges in the delivery of Digital solutions and services



Integrity understands the challenges and can navigate the complexities to deliver outcomes

deliver on expectations



We know what it looks like for companies in the industry to excel

quality & compliance built in



Through our background in Quality, we have an intimate knowledge of the Life Sciences industry

be transparent



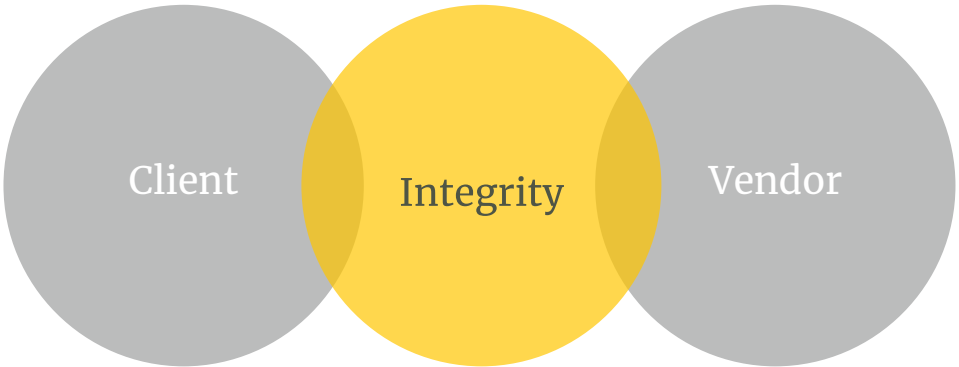
We know what can and does go wrong and are prepared to take the corrective actions.

passion for delivery



Consulting leaders have over 60 years experience across global industry & consulting organisations

We prioritize our clients' success by facilitating effective transformation programs and developing efficient delivery functions. We strive to manage the needs of both our clients and vendors to deliver successful outcomes.



Capability to manage, assess and deliver change

Value without compromising quality
Experience to manage partners effectively

Capacity to manage transformation programmes, partners & IT service delivery change & improvements

Successful projects and services are those that deliver the desired business benefit in a timely manner. The Integrity approach...

...provides clarity & common understanding of project objectives, stakeholders, end products and success criteria



enables a cohesive project team that is totally focused on effective ways of working & outcomes

...recognises the diversity of stakeholder groups and articulating the benefits and risks in the language of these groups



ensuring that business users are prepared for the solution

...of being flexible, integrated and risk-based



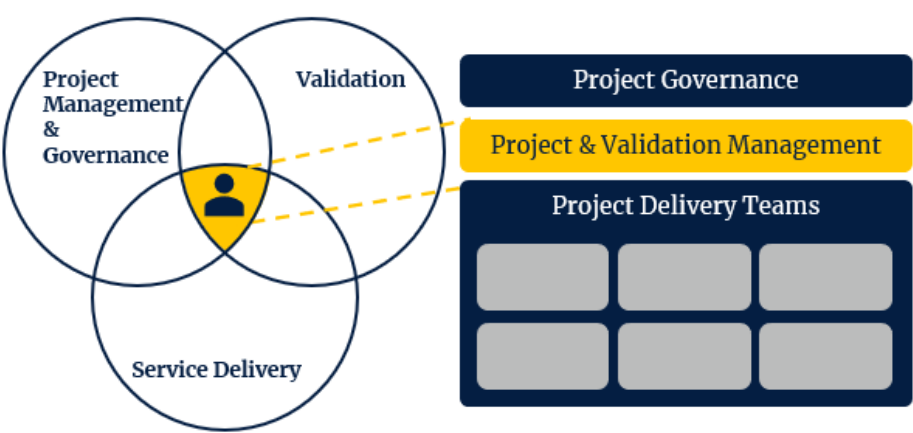
anticipates project challenges and enable early adoption of risk mitigation strategies to maximise benefit and minimise risk

...and our wealth of experience in managing complex projects



ensures validation and quality objectives are aligned with the other project objectives

Integrity's approach to project management ensures that the challenges of validation are tackled head-on to drive successful implementations



Integrity project managers not only have project delivery expertise, but also detailed knowledge of validation

- integrated delivery** validation is embedded within initiation and planning to ensure that the not only are the validation requirements considered, but that roles and responsibilities for validation are understood by all stakeholders
- right-sized validation** ensuring only the required validation activities are undertaken and deliverables created will ensure that effort is not wasted on unnecessary tasks whilst enabling validation of the systems to be completed in-line with your organisational policies
- improved quality** knowing what activities and deliverables are required in advance and planning for this allows delivery with increased quality. This reduces review and re-work cycles
- no surprises** a fully defined critical path from the very beginning means that all validation deliverables are considered and completed on time
Project delivery is controlled with all team members working in harmony
- reduced cost of validation** all of the above result in reduced costs for validation – which can be translated to a reduction in project delivery budgets or the opportunity to utilize the budget for improving quality in other areas

Our Services

Quality and Compliance

We are a leading supplier of IT project and quality services.



Data Integrity Programme

A patient-centric focus ensures intelligent risk-based thinking. Adoption of automation to establish continuous control and oversight is fundamental to a robust quality and compliance strategy. Our Life Science experience coupled with our significant engagement in industry forums such as ISPE® and RQA® provides a unique insight into regulatory expectations and industry best practice.

Patient Centric ◆ Risk-based and scalable ◆ Quality first



Data Integrity is at the heart of trustworthy decision making

- Focus on highest areas of patient safety risk
- Establish the right culture
- Management engagement
- Multi-disciplined approach to data governance (GxP, Privacy, Business, InfoSec, etc)
- Flexible approach to risk evaluation (maturity assessment, GEMBA, etc)
- Context based Education programs

Improvement Planning

- Focussed on raising maturity to improve over time
- Appropriate balance of technical, procedural and behaviour controls to suit your organisation

Computerised System Validation

Applying the right approach is key to a successful implementation, whether that is Agile, iterative, or sequential approach, we will ensure that the appropriate approach and deliverables are planned based on a pragmatic risk-based approach

Patient Centric ◆ Risk-based and scalable ◆ Quality first



Risk-based Computerised System Validation

- Focused on true risk to patient safety, product quality, data integrity and complexity
- Enabling innovation through a least burdensome approach
- GLP, GCP, GMP, GDP, Quality Systems, Medical Devices
- Manufacturing Systems, Quality Systems, Laboratory Systems, Safety Systems, Clinical & Regulatory Systems
- Aligned with vendor implementation methodologies
- Truly scalable and value added

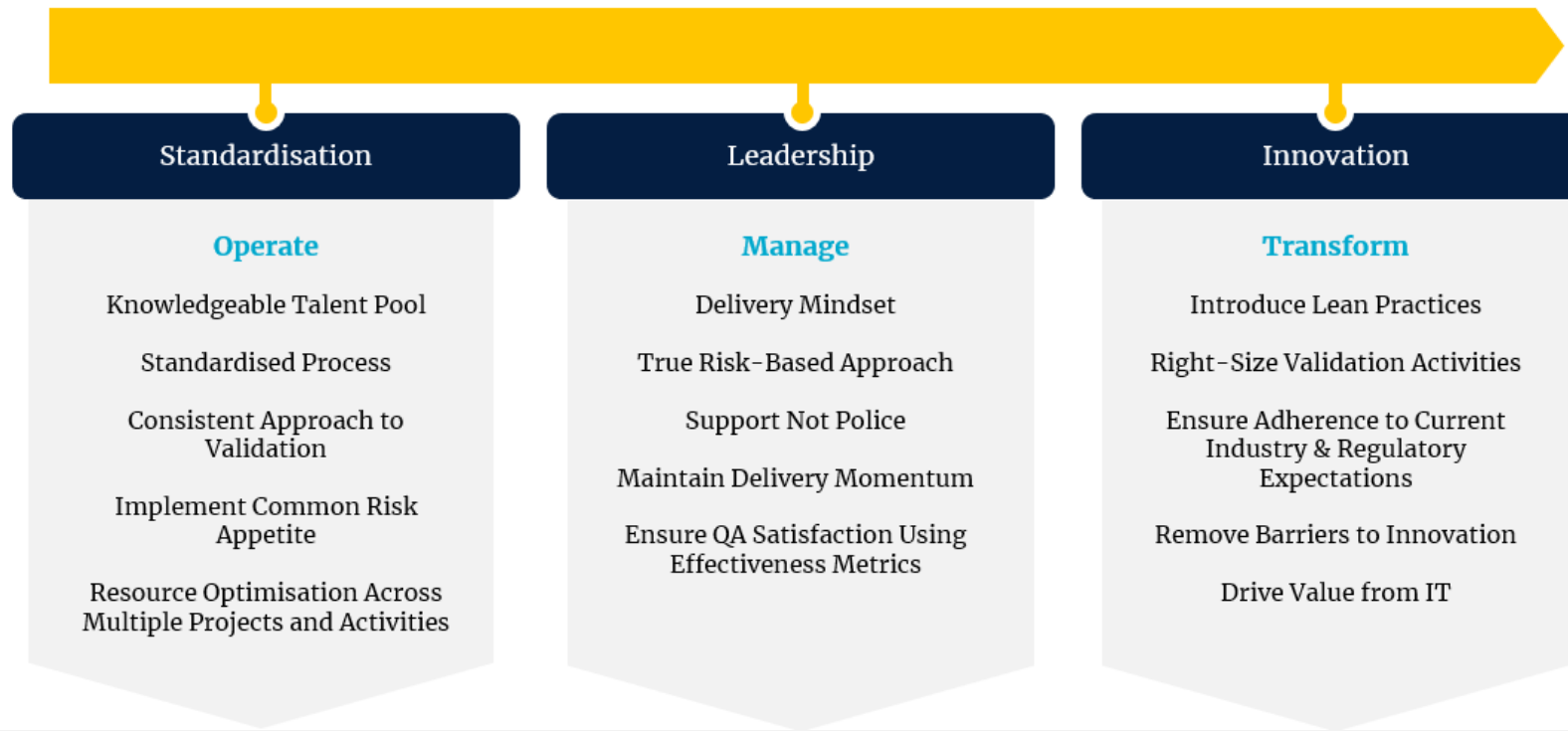
Periodic Review

- Supporting periodic reviews to ensure the validated state is maintained

Quality as a Service

Quality as a Service is designed to allow the challenges to delivery outcomes to be navigated in a clear and measurable way

Patient Centric ♦ Risk-based and scalable ♦ Quality first



Our Services

Transformation

We are a leading supplier of IT project and quality services.



Digital Strategy

Successful organisations establish consistent ways of working that are aligned to the company's vision. These ways of working are underpinned by a digital strategy that connects business operations and provides access to trustworthy data for effective decision making and compliance

Quantifiable benefits ♦ Improved business relationships ♦ Right-sized ♦ Quality data for effective decision making



Strategic Assessment

- Engage key stakeholders and senior leaders
- Assess maturity of organisation, processes, digital assets, vendors and quality functions
- Identify best practices and improvement opportunities

Road Map

- Aligned Road Map to company vision and strategy
- Right sized and scalable for the type of organisation
- Raise organisational, process, application, data and vendor maturity
- Stakeholder buy in and alignment

Project and Service Delivery

Successful projects and services are those that deliver the desired business benefit in a timely and cost-effective manner, whilst complying with regulatory and legal responsibilities.

Right projects, Right Way ♦ Motivating & Directing ♦ Anticipating Challenges ♦ Managing Risks ♦ Communication



Clear Aims

- Understanding of project / service objectives
- Identifying key stakeholders and aligning
- Defining end products
- Defining and delivering to clear success criteria

Effective delivery

- Selecting to right solutions and vendors for the organisation
- Agile delivery
- Managing stakeholders, vendors and teams
- Motivating, facilitating to achieve plans and budget

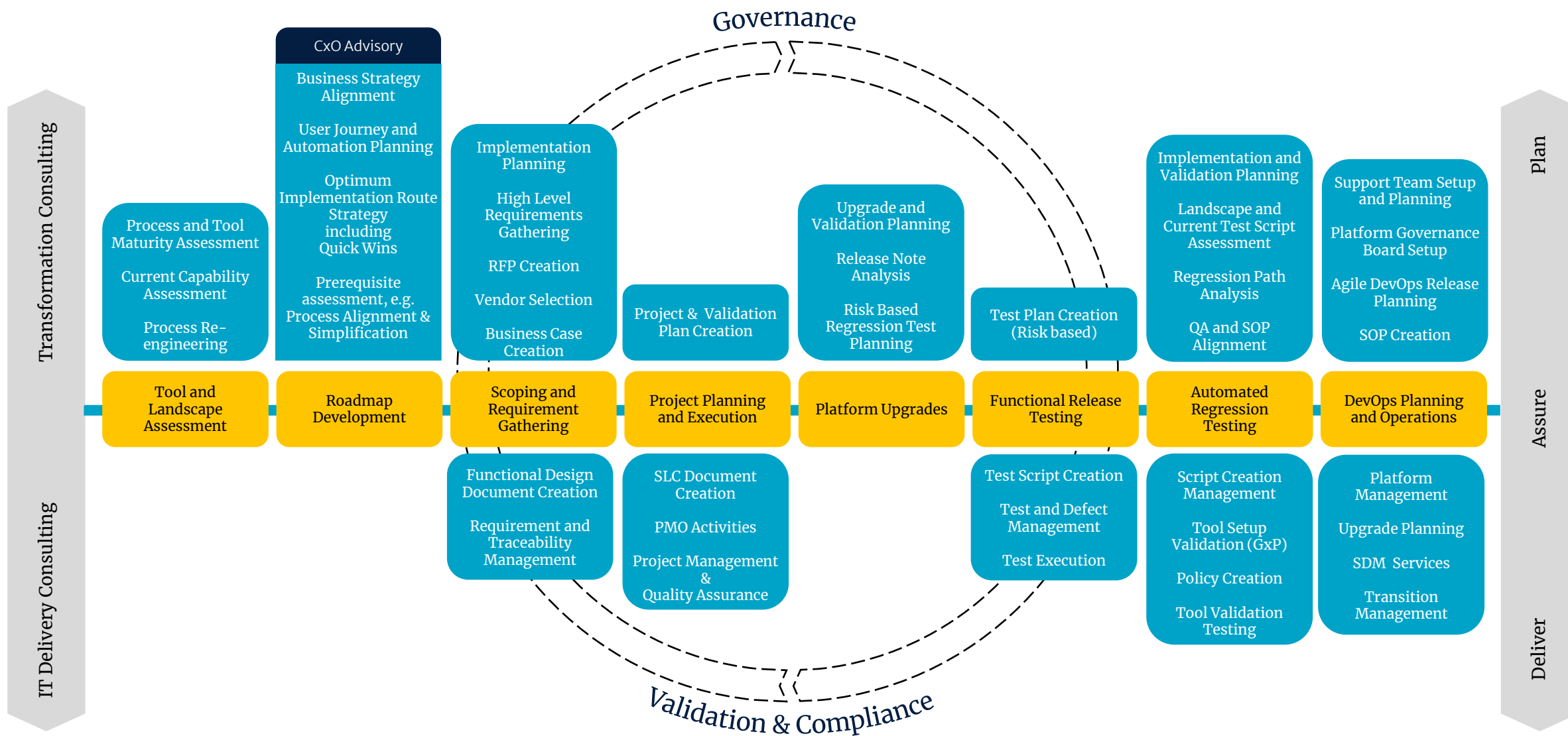
Our Services

IT Delivery Consulting Offerings

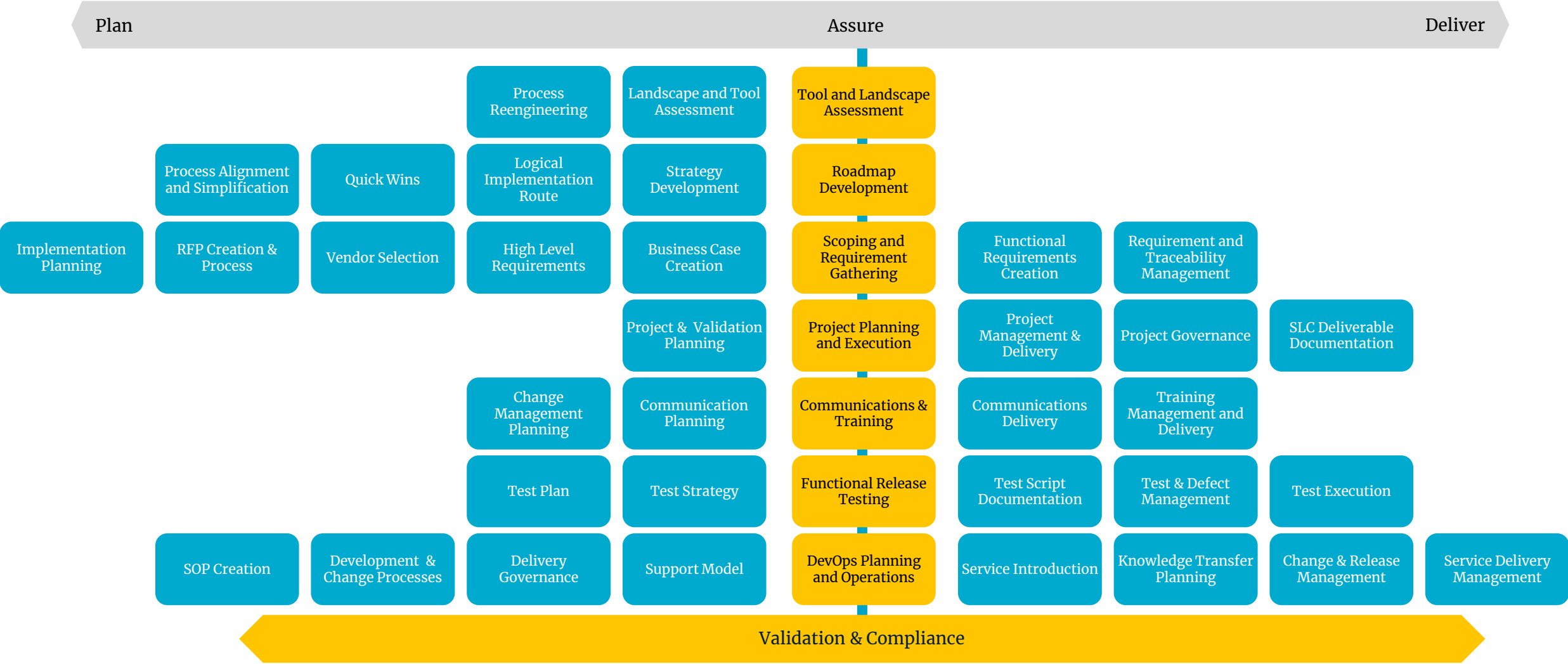
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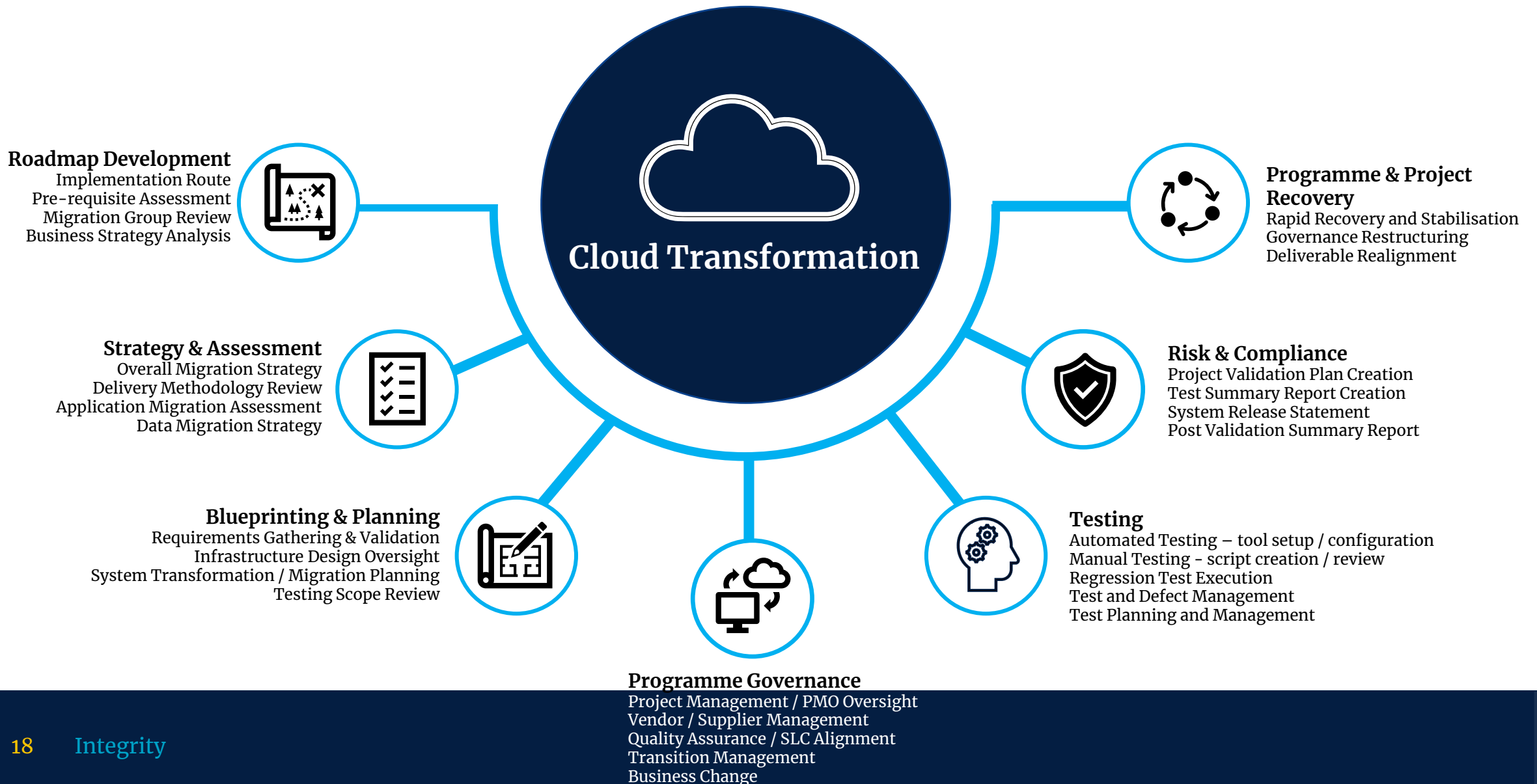
ServiceNow Platform Development (Core & ITSM)



Enterprise Platform Deployment

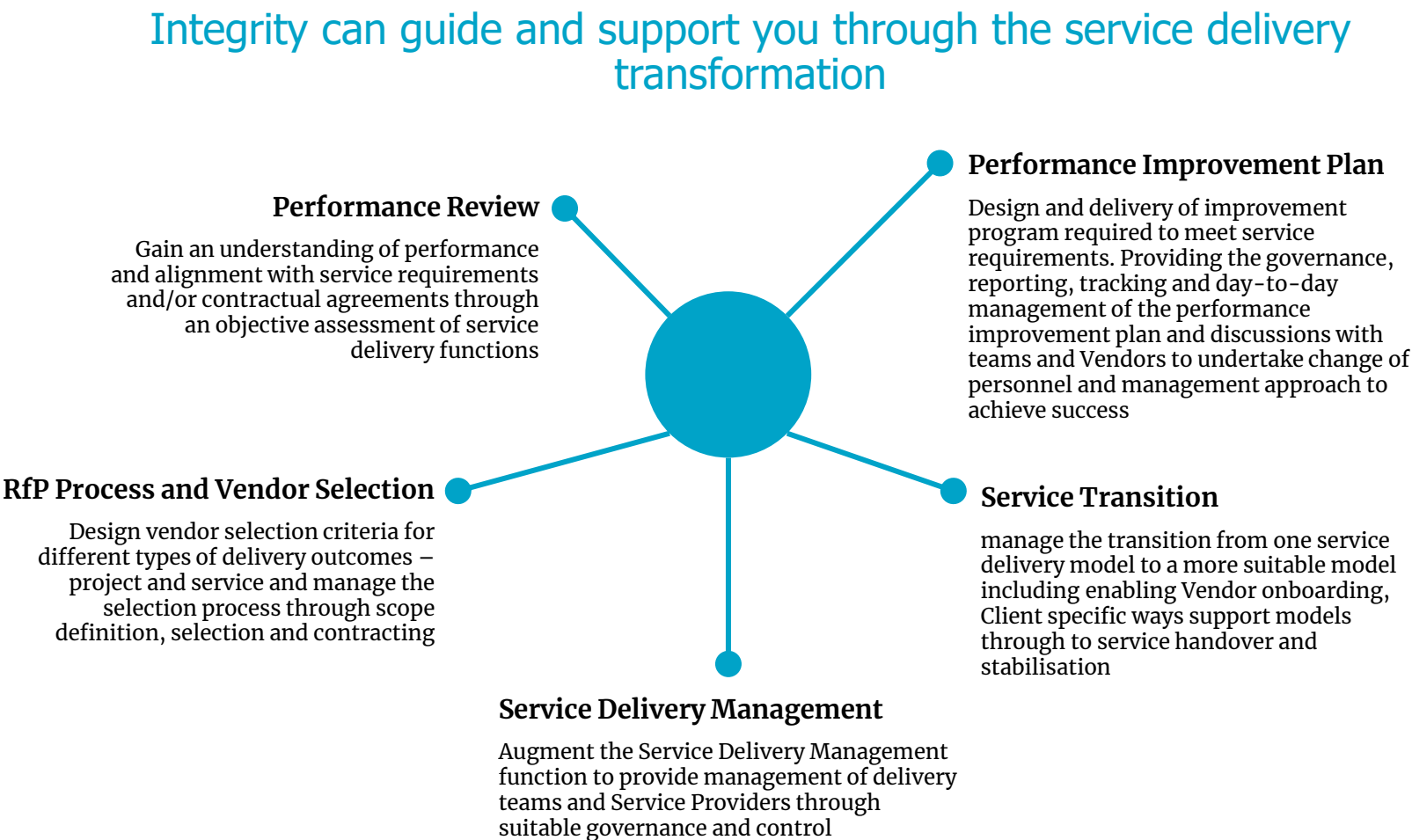


Cloud Transformation / Migration



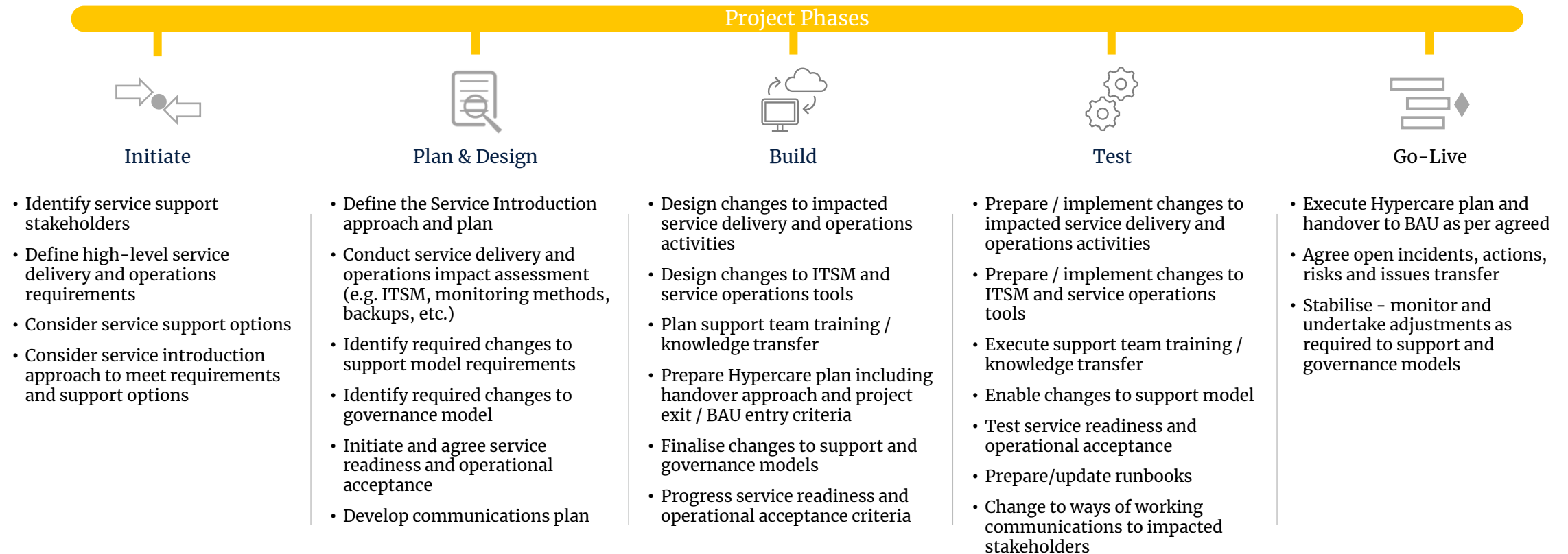
Service Delivery Transformation

Transforming underperforming Service Delivery functions will not only enable cost savings but create value for the organisation



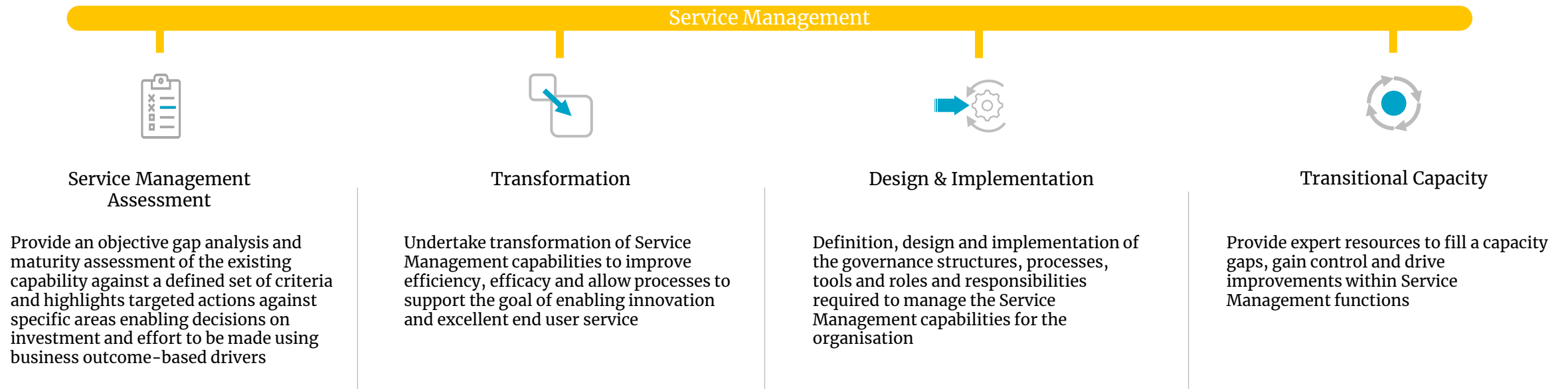
Service Introduction

Successful Service Introduction should be embedded from day one and managed throughout the project delivery lifecycle



Service Management

With deep experience of operating and implementing service management functions and capabilities across multiple industries, we can support the transformation of your Service Management capabilities





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If you would like to speak to one of the team, get in touch

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