

Case Study :: Employing Novel Technology

The Challenge

Recently, a European based client with a US partner needed cost-effective implementation of a first-time program. The project involved hands-on learning to introduce a novel medical technology, to take place at different sites on different occasions. Participants were a large, diverse, international group of medical and pharmaceutical stakeholders located throughout the US and Europe. The program took place over 6 months, and each event featured 2 intensive days of learning for the technology interface. CMM Global was further tasked with incorporating adjustments/enhancements as the program rolled out and with providing detailed tracking of user experiences, issues, and feedback.

The Solution

CMM Global staff in both the US and Europe worked with the client-partners to learn the technology and understand project goals. We managed the project from inception to finish after approval of an overall budget and plan of action, including staff and participant training, training materials, hands-on management of each event, 24-hour technical support, real-time issues/results reporting, and ongoing incorporation of technical adjustments. At the project's conclusion, CMM Global provided summaries of the contemporaneous event reports, technology issues encountered, and participant reactions.

The Results

The project was completed on time and within budget! Both sponsors were highly satisfied with our management and cost-efficiency. Our data analyses were immediately used to make the technology more user-friendly to patients and investigators participating in a clinical trial. They also enabled the client to make some adjustments to their plans for the technology's implementation and to fine tune their budget.

The Next Step

Call us to discuss **solution-based management strategies** tailored specifically to your next project. We have the experience to plan and manage projects – large or small — in an innovative and cost-effective manner, and we're always happy to explore new collaborative relationships and projects.

Contact

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