

In a challenging merger, MedPro Systems partnered with a major pharmaceutical company to unify four fragmented compliance systems into one unified scalable program, mitigating immediate financial and reputational risks while setting the foundation for long-term growth.

BACKGROUND

When four major pharmaceutical manufacturers merged to form a single global enterprise, their contrasting approaches to transparency reporting quickly became a critical challenge. Each legacy company relied on its own processes across U.S. (local, state, CMS) and in multiple European markets, creating fragmented systems, numerous vendors and inconsistent compliance interpretations.

With regulatory holding firm on deadline, the newly formed company faced immediate compliance risk. They needed a trusted partner who could bring order to the complexity, unifying dozens of systems, aligning compliance standards and overseeing more than 20 third-party vendors—all without missing a single reporting obligation.

THE CHALLENGE

The enterprise was confronted with:

- **Fragmented processes:** Each legacy manufacturer had its own compliance program with different methodologies and interpretations, ranging from internally managed manual reporting to different vendor-provided software systems
- **Lack of process uniformity:** No single standard for data collection, timing or validation, leading to duplication, inefficiencies and risk of errors
- **Vendor complexity:** Over 20 third-party vendors delivering data at different times and in different formats
- **No time to delay:** Missed reporting obligations could lead to financial penalties and reputational damage

The organization needed an immediate and scalable solution that could deliver order during the chaos of integration without missing a single deadline.

ABOUT THIS CUSTOMER

This global pharmaceutical company with 80,000 employees, with a focus on oncology, urology, women's health, rare diseases and psychiatry & neurology, is dedicated to developing and marketing innovative therapies that improve patient lives worldwide.



THE SOLUTION

MedPro Systems was selected based on our proven software, regulatory expertise, service-first approach and a successful track record of large-scale global projects.

We implemented a six-month staged rollout, executed in parallel with the legacy processes to ensure no missed deadlines or regulatory scrutiny during transition.

An integral part of the project's success was MedPro Compliance Reporting ID (MCR), our end-to-end, centralized global reporting platform. The MCR global solution offered this customer a flexible and comprehensive solution that supported the following key elements of the project:



Uniformity in Data Capture: Created standardized templates and aligned reporting timelines across U.S. and European markets



Operational Guidance: Took direct oversight of the client's disparate data systems and vendor ecosystem, creating a single, validated compliance process, ensuring consistent data quality and delivery



Proven Technology: Leveraged MedPro's 14-year-refined workflow engine to funnel all data through a consistent, validated process



Managed Services & Staffing Model: Assigned a four-person dedicated team (Account Manager, Technical Specialist, Compliance Specialist, Data Steward) to ensure hands-on governance, cleansing and execution



Risk-Score Rollout: Prioritized high-risk markets and disclosures first, ensuring a controlled approach that delivered immediate protection while building a scalable global framework

"Before leveraging MedPro Compliance Reporting, the competing aggregate spend vendor I was working with left much to be desired with their compliance advisory & customer service. It often would take them weeks to get back to us on important questions, whereas our dedicated MedPro team typically responds the same day. MedPro provides timely, well-thought-out, high-value responses, while others require constant follow-up, and I still don't get the answers I need!"

-Associate Director of Compliance

RESULTS

Within months, the implementation MCR achieved success in:

- **Operational Control:** The new enterprise gained centralized oversight into all systems, vendors and data quality protocols
- **Scalable Global Process:** The customer now operates a single transparency program that supports growth and international expansion
- **Risk Mitigation:** No missed deadlines, no regulatory scrutiny during integration and a clear audit-ready compliance framework
- **Customer Satisfaction:** Leadership expressed strong confidence in the program, citing its ability to sustain both regulatory trust and operational efficiency in a highly complex environment

MedPro delivered structure during a period of organizational chaos, transforming four vastly different approaches into one scalable, compliant system. By combining proven technology with regulatory expertise and a dedicated service model, MedPro enabled the customer to maintain transparency reporting obligations without disruption and positioned them for future growth.

LEARN MORE

Discover how MedPro Compliance Reporting ID equips you for the growing complexity and evolving nature of transparency obligations around the world.

Inquiries@MedProSystems.com | MedProSystems.com/MCR