Spend Management for Life Sciences
Provide Full Transparency, Minimize Risk and Maximize Compliance

The Challenge
Life Sciences companies face significant operational challenges with the increased scope of legislation requiring them to disclose information about financial relationships with healthcare professionals and organizations. Failure to accurately report on these activities can result in:

- Financial penalties
- Damage to corporate image and reputation
- Increased scrutiny by government agencies

The Solution
Pega’s solution focuses on leveraging spend data across multiple systems to capture, manage, audit and report in compliance with company, state and federal regulations. Solutions today are very reactive, hard-coded and reporting-centric while Pega’s solution lays the foundation to proactively direct and control behavior in real time. A new business model, designed to impose consistent, standardized policies and procedures across the enterprise, improves the management and efficiency of these activities across the organization through accurate and reliable spend management reporting.

Seamless, More Reliable Spend Management Processes
Spend transactions occur in and across multiple departments and programs involving numerous parties and the need to comply with complex regulations. Activities occurring in one area may be non-compliant due to simultaneous transactions elsewhere. It is critical that life sciences companies have complete control and visibility of all healthcare professional activities including Speaker Programs, Grants, Discounts and Rebates, Advisory Board Programs and expenditures including, among other items, royalties, consulting fees, education, research and travel expenses.

Post-transactional reporting, training, and managerial incentives can only go so far in managing organizational behavior. Effective compliance management is best achieved by applying process-focused solutions to automate spend transactions across the organization and prevent non-compliance from ever occurring.

Additionally, expanding state and federal regulations and their pace of change make spend management compliance a complex and costly activity. There is increased regulatory scrutiny and with it, increased financial exposure. As the pace and variation of legislative change accelerate, life-sciences manufacturers are finding that their traditional approaches to keeping up with spend management and meeting reporting requirements are insufficient.

Many life-sciences manufacturers now realize that even the newer spend-tracking tools do not address their growing workload, nor easily adjust to this dynamic environment. The cost of ensuring compliance, not just of non-compliance penalties alone, is motivating manufacturers to find new solutions and better technologies to bring intelligence, efficiencies, and agility to their compliance-management strategies.

[Diagram showing enterprise compliance engine (ECE) operations, including complete audit trail maintained, screen guides rep through check of planned spend, notifies rep of violations, user dashboards are continuously updated, user-specific reports and external source systems are updated as needed, system guides operator through case evaluation and resolution, automatic alerts/correspondence sent to stakeholders-audit trail updated, enterprise compliance engine (ECE), automated identification and prioritization of violation cases, automatic case creation, research and audit trail creation to prepare case for review.]
Key Features and Benefits

Features

- Enables transparency into all spend requests and activities across the enterprise in real time
- Pre-populates data from feeder systems and guides users through planned spend requests and authorizations
- Automatically prevents process violations & sends exception requests through managed process
- Automated case management and control sends alerts, notifications, and correspondence to all involved parties
- Drives automated follow-up processing per business-established rules and deadlines
- Provide real-time dashboards, reporting and robust audit capabilities for compliance tracking and verification
- Integrate with multiple feeder systems such as Siperian, Concur, SAP, CTMS, SFA among others
- Support custom integrations through SOAP, .NET, JMS, Email, CMIS, FTP, RDB/SQL connectors
- Rules-based processing and automation of Sunshine, State and Corporate reporting regulations
- Unique layered approach to rules and processes enables business users to rapidly create, manage, and update regulatory rules and spend-related processes without writing code
- Built-in regulatory controls and audit trails for both run-time and design-time components

Benefits

- Proactively direct and control behavior in real time to improve self-service and reduce exceptions
- Make spend-driven processes more efficient and reduce manual compliance efforts
- Proactively prevent compliance issues to reduce exposure, fines and penalties
- Automatically detect violation cases based on predetermined rules to reduce manual analysis effort and delays
- Improve exception processes with automated case creation
- Automated research
- Built-in audit-trial creation speeds case creation and review workflows
- Prioritize tasks by deadlines and status to improve responsiveness and resolution rates
- Real-time feedback with dashboards and user-specific reporting capabilities reduces manual analysis and improves visibility for internal and external stakeholders
- Automatically generated audit trails simplify regulatory oversight and audits

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Familiar Office tools (Visio, Word, Excel) accessed via a web browser

System pre-fills data from feeder systems and guides users through planned spend input and authorization

Working models replace paper specifications & requirements