



# when a team loses their leader without a plan

## challenge



- A pharmaceutical client had a global project team that included representatives from Development, Safety, Pharmacovigilance, and IT. Their project was to implement an online portal for the delivery of Safety Letters to Investigators when their Project Manager left before it was complete.
- The Project Manager had moved on in the middle of the project, leaving the team without a Project Plan.
- Without a knowledgeable and available replacement, the team was falling behind. The project team needed a PM who understood the process and IT challenges related to their online portal implementation, so they called ProPharma for help.

## solution



- The client explained their needs and expectations.
- We staffed the right resource, who had the right capabilities to manage this global cross-functional effort and enable our client to implement the process and technology changes necessary to successfully complete the project.

## results



- Our experts worked with the business leads to understand the client's situation, learning their:
  - Current state
  - Expectations and needs
  - Desired future state
- Using that information we provided a capable Project Manager who hit the ground running. The project team continued moving forward and ultimately had a successful outcome
- At the end of the project, the project team received an award in recognition of their success and we're so proud of their achievement.