

DocRead

for SharePoint

CASE STUDY



Peregrine

Country: USA

Industry: Pharmaceuticals

Web : www.peregrineinc.com

Customer Profile:

Peregrine Pharmaceuticals, a clinical-stage biopharmaceutical company, develops and manufactures innovative monoclonal antibody therapeutics for the treatment of cancer and viral infections.

Technical Information:

- ◆ SharePoint 2010 Standard
- ◆ 200 Users
- ◆ Distributed 6 to 8 policies per employee
- ◆ 6 months effort saved
- ◆ Installed November 2011

The Challenge

Monitoring and managing regulatory compliance has always been a key concern for leading pharmaceutical companies. Improving their business processes was one reason why Peregrine Pharmaceuticals looked for a simple and cost-effective way to target key policies to their employees and to ensure that they were read and acknowledged in a timely fashion. Peregrine originally addressed their requirements with an in-house built solution but found that it wasn't as elegant or robust as DocRead.

“Prior to our electronic effort, policies were routed and tracked manually. This quickly became a cumbersome and extremely costly process due to the size of our organization, geographic locations and remote sites.”

The Solution

Since installation, DocRead has allowed Peregrine to easily target their most important policies to the relevant employees.

Peregrine's staff (many of whom are geographically dispersed) can now monitor their personal required reading list by viewing it on web parts configured on their company Intranet.

Email notifications are sent to employees to remind them that they are required to read and accept policies by deadlines set by Peregrine's compliance team.

DocRead is an Enterprise add-on for Microsoft SharePoint and is extremely easy and intuitive to use. This means that Peregrine was able to greatly reduce the adoption and training costs that are normally associated with the implementation of a third party product.

Peregrine employees found that they did not need an extensive knowledge of SharePoint to be able to use DocRead. They could easily confirm that they had read the policies and accepted the terms, with just a few clicks of their mouse.



Key Benefits:

- Saved approximately 2 to 3 weeks per policy of administrative burden by no longer manually circulating policies.
- Increased efficiency for document issuing and monitoring, making it possible to issue more policies and evaluate compliance levels more easily.
- Regulatory Compliance required for regulatory authorities is now easy with DocRead.
- Easy to manage annual and bi-annual policy reviews.
- Customisation of terms for the acceptance of policies is simple.
- Reading Receipts are issued and securely stored for use with audit procedures.

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“ Besides being costly, the process to govern a manual process was slow. We have a couple of policies needing employee review and signature annually per Sarbanes Oxley. Typically these policies are sent early in December due to the length of time involved with managing the results. ”

Annual Compliance

Most of the policies that need distribution are one-time only - however some (like those needed to comply with Sarbanes Oxley) require annual review and acceptance by employees.

This is easily achieved by using the 'Reset Task' feature for these policies in DocRead. Peregrine is effectively able to draw a line under one year's returns, keeping reading certificates in a secure database, then DocRead simply re-issues the new annual policy to the same groups of users.

“ The power of DocRead is in its simplicity—it does exactly what it is supposed to do. Policies are routed and employees notified. We set it and forget it, then check back to monitor its progress. ”

Changes to Policies

Sometimes policies that have already been read and accepted, need amending at a later stage with the addition of new clauses changes to existing text.

DocRead publishers are able to communicate what has changed within the policy by supplying a bespoke comment message.

Approval Workflows

Standard SharePoint Approval Workflows can be used alongside policies that need to be approved before being distributed. Once the policy is formally approved, published to a major version and audiences assigned, DocRead automatically distributes the reading tasks to the relevant groups of Peregrine employees.

Tracking Employee Progress

DocRead Administrators within Peregrine can easily generate and export reports that show the status of all reading assignments and are therefore able to take adequate measures to ensure that employees comply with their reading requirements.

Email Notifications

DocRead automatically notifies Peregrine employees via email when they are required to read new policies or when reading tasks become overdue.

Reading Receipts for Audit

DocRead produces and securely stores 'Reading Receipts', which allows both individual employees and the Peregrine compliance team to feel comfortable that their reading obligations have been safely recorded for auditing needs.