

Customer story



Flex Databases x Novo Nordisk

How to speed up site payment
processes and cut costs 8x times



About Novo Nordisk

Novo Nordisk is a global healthcare company, founded in 1923 and headquartered just outside Copenhagen, Denmark.

Their purpose is to drive change to defeat diabetes and other serious chronic diseases such as obesity, and rare blood and rare endocrine diseases.

1bn number of insulin pens produced

50+ countries where they conduct clinical trials

32m number of insulin pens produced

50% amount of the world's insulin supply produced



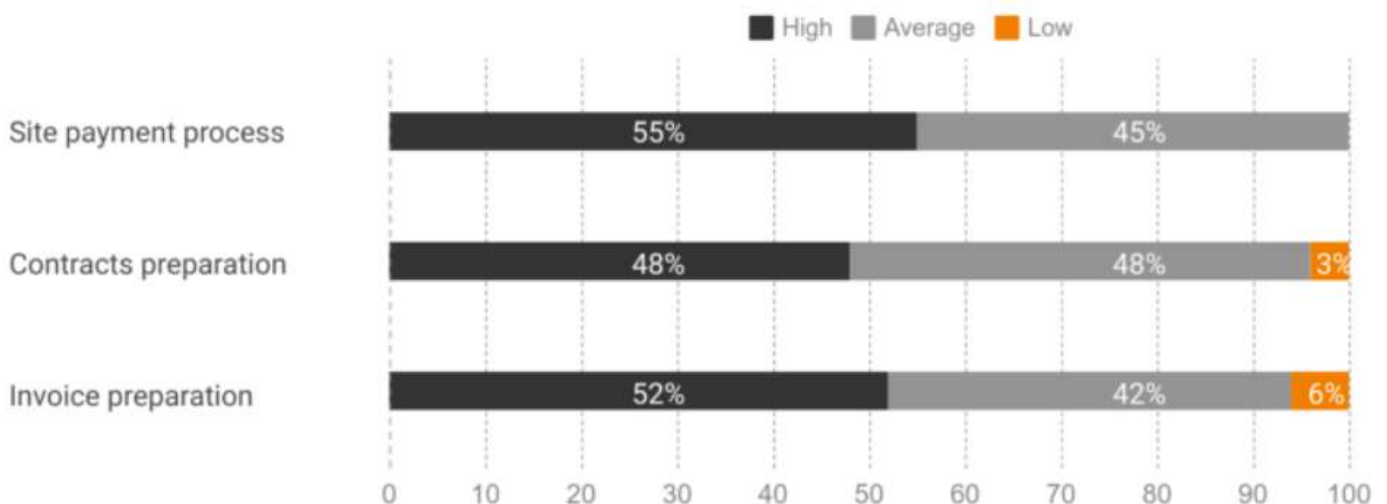
Project background

Most trial sites are working with no more than a 3-month operating budget, which means that maintaining up-to-date financial records is essential. Difficulties and delays in payment processes may cause a growing workload and burden, and this is why Novo Nordisk LLC came to Flex Databases to find a solution and fix the existing situation.

Workload before the implementation

Activity	Role	Hours
Budget preparation (per trial)	Local Trial Manager	8
Contract preparation (per trial)	CRA	8
	Local Trial Manager	11
Invoice preparation (per quarterly payment for one trial)	CRA	5
	Local Trial Manager	7

Process complexity before the implementation



Solution

Flex Databases offered Novo Nordisk to install a combination of CTMS modules – **Subject Tracking & Invoicing** and **Investigators & Sites Management**.

The accent was made on **Subject Tracking & Invoicing** since the module is tailored to proper full-stack grants management.

Flex Databases Subjects&Payments

- All the information you need in one place: enrollment, inclusion curve, in and out of time window visits, screen failures and so much more.
- Flexible and exportable widgets, reports, and graphs.
- Site payments easily set, measured, organized, and tracked.

Flex Databases Sites

- Sites statuses, documents, contracts, qualification, vendors, timelines and so much more at hand.
- All your Medical Institutions and Sites information in a clear organized manner with just a few clicks.
- Submission packages across countries, studies, and sites in a unified interface.

Learn more about all the features of Flex Databases CTMS solution:

flexdatabases.com

Result

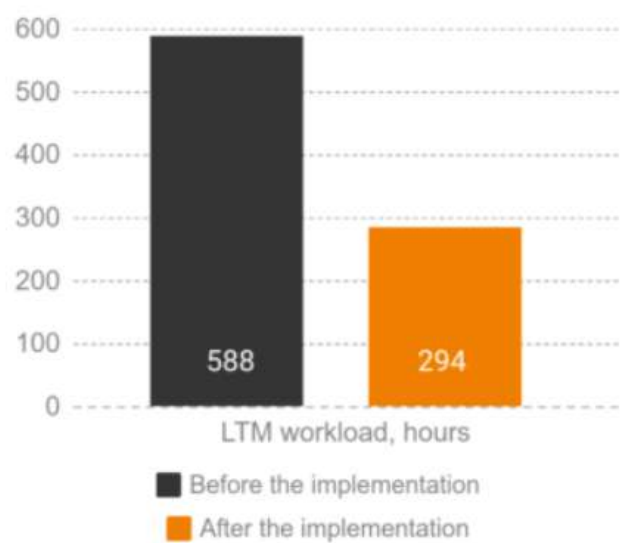
A year after Flex Databases CTMS implementation, Novo Nordisk sped up processes by 8 times and significantly improved overall process complexity management.

There was no need to hire additional staff anymore, the company has managed to allocate the available resources to different tasks and cut overall of payment processes.

Overall yearly workload



1,5 times reduction of working hours for CRAs



2 times reduction of working hours for LTMs

Result

Workload after the implementation

Activity	Role	Hours (before implementation)	Hours (a year after implementation)	Difference
Budget preparation (per trial)	Local Trial Manager	8	2,5	3 times faster
Contract preparation (per trial)	CRA	8	1	8 times faster
	Local Trial Manager	11	2	5 times faster
Invoice preparation (per quarterly payment for one trial)	CRA	5	3	1,6 times faster
	Local Trial Manager	7	3,5	2 times faster

Process complexity after the implementation

