



Preferred Provider for Global Insourcing

Program Description



Awarded Global Master Functional Service Provider Agreement for large global pharma company. Requiring regular ad-hoc resourcing of CRA, SCRA, CRA Manager, CSL and CSM, under very fast ramp-up/turnaround. Contracts included strict metrics and Service Level Agreements (SLAs) and governance structure was put in place.

Our contact were within divisions in Europe and the United States for all resourcing needs.

Staff Requirements



Field based team on the following locations: Finland, Denmark, The Netherlands, Belgium, UK, Germany, Poland, Croatia, France, Italy, Spain, USA.

Results



On average, 3 business days for submission of qualified candidates were required and the positions were fulfilled within 15 business days after request. Retention (completion initial assignment) was targeted at a minimum of 90%. We succeeded in meeting 100% compliance for submission and approval of trip reports and also in meeting 100% compliance of Sponsor's training timelines.

Key Learnings



This was a true partnership with clear objectives and key performance indicators. It required transparency of feedback on service level with clear trackers (traffic light system used) which was needed from both sides of the relationship.

Up-front agreements were established on Sponsor tailor-made process for registration and approval of timesheets, expense reports and invoices.

Clear communication and periodic governance meetings were essential for the maintenance of the relationship.

Experts Providing Experts

TalentSource Life Sciences is the dedicated flexible resourcing business unit within CROMSOURCE - a business started over 25 years ago when CROMSOURCE first entered the market.

Countries Served



AFRICA

EGYPT
SOUTH AFRICA

ASIA

AUSTRALIA
CHINA
NEW ZEALAND
SINGAPORE

EUROPE

AUSTRIA
BELGIUM
BULGARIA
CROATIA
CZECH
REPUBLIC
DENMARK
ESTONIA
FINLAND

FRANCE
GERMANY
GREECE
HUNGARY
IRELAND
ISRAEL
ITALY
KAZAKHSTAN
LATVIA
LITHUANIA

NETHERLANDS
NORWAY
POLAND
PORTUGAL
ROMANIA
SERBIA AND
MONTENEGRO
SLOVAKIA

SLOVENIA
SPAIN
SWEDEN
SWITZERLAND
TURKEY
UK

LATIN AMERICA

ARGENTINA
BRAZIL
CHILE
MEXICO
PERU

NORTH AMERICA

CANADA
USA

Contact TalentSource now to discuss your needs!



European Headquarters

Mechelsesteenweg 455 Bus 5
1950 Kraainem - Belgium
Phone: +32 27680166

North American Headquarters

8000 Regency Parkway, Suite 575
Cary, NC 27518 - USA
Phone: +1 919 626 9882



www.cromsource.com

www.talentsourcelifesciences.com