Accelerating Life Sciences R&D through Business 4.0™

Tata Consultancy Services (TCS) is an IT services, consulting and business solutions organization that offers a consulting-led, integrated portfolio of IT, BPS, infrastructure, engineering and assurance services with over 400,000 professional consultants in 46 countries with 35.6% women employees.

TCS has been recognized as a Global Top Employer by the Top Employers Institute - one of the eight organizations worldwide to have achieved this status. TCS' structure is domain-led and empowered to provide customers a single window to industry-specific solutions. Agile industry units have embedded capabilities to enable rapid responses that provide a competitive edge to our customers. This is coupled with a unique Global Network Delivery Model™ (GNDM™), spanning 40 global locations, that is today recognized as the benchmark of excellence in technology deployment.

Business 4.0 has been redefining how enterprises interact with their customers and represents a fundamental shift from the "Age of Productivity" to the "Age of Abundance." The ability to utilize digital technologies to customize unique customer experiences, create exponential value, leverage ecosystems, and embrace risk, are the defining attributes of Business 4.0™. TCS is a leading force in driving this transformational shift through rapid and continuous innovation emerging from sustained investments in global research and co-innovation with its customers.
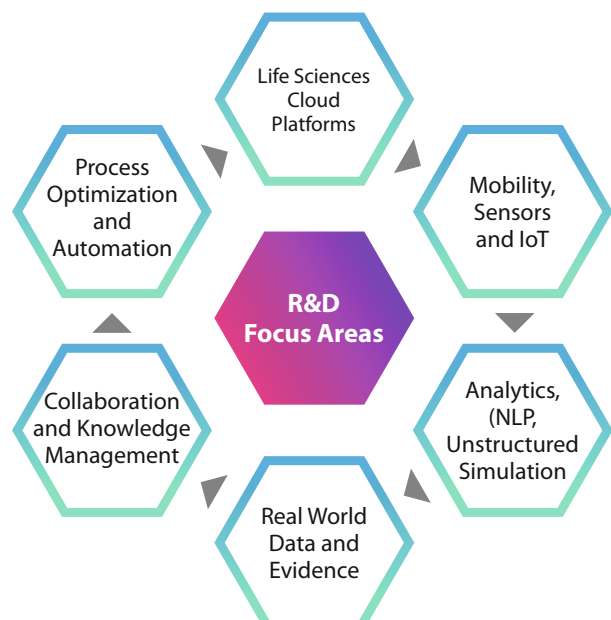
About TCS Life Sciences Unit

TCS' Life Sciences (LS) Industry Service Unit focuses on Pharmaceutical, Medical Devices, and Biotechnology companies by providing end-to-end business and IT services across life sciences business value chain. TCS also provides business and IT services in Pharma R&D domain including Drug discovery, Regulatory, Clinical services, Pharmacovigilance, and Lab informatics with over 8000 experienced consultants engaged in various customer engagements.

TCS has been recognized as a Leader in the IDC MarketScape for Worldwide Life Science R&D BPO and R&D ITO Services 2018. "While a variety of new business models are being considered and evaluated, companies are concurrently looking to better exploit both technological innovation and best practices from outside of the industry. With a focus on technology, it is clear that this paradigm shift has been long in the making. TCS' Business 4.0™ thought leadership framework, strong technical focus and broad service offerings make it a preferred partner to address customers' R&D BPO needs," said Alan S. Louie, Research Director, IDC Health Insights Life Science R&D Strategies and Technology.

TCS LS unit has invested in development of various platform based solutions and business solution accelerators for Pharma R&D domain leveraging cutting edge technologies such as cognitive computing, robotic process automation (RPA) techniques, and digital techniques to help pharmaceutical companies accelerate research and development operations. TCS has made significant investments in creating its own Standard Operating Procedures (SOPs), product based solutions. TCS' Advanced Drug Development Platform comprises of 6 key platform based solutions in Pharma R&D domain -

- IDM (Integrated Data Management)
- DDI (Drug Development Insights)
- MRT(Meta Data Registry Transformation)
- CCT(Connected Clinical Trials)
- IPS (Integrated Patient Safety)
- CRI(Connected Regulatory Insights)

Our key focus areas within Life Sciences R&D domain are as follows:

R&D Focus Areas
- Life Sciences Cloud Platforms
- Mobility, Sensors and IoT
- Analytics, (NLP, Unstructured Simulation
- Real World Data and Evidence
- Collaboration and Knowledge Management
- Process Optimization and Automation

TCS LS group has identified various use cases for automation within the R&D domain leveraging artificial intelligence (AI), natural language Processing (NLP), and RPA techniques to help customers achieve operational efficiencies and cost benefits. TCS' in-house developed solution framework – 'Decision Fabric', which is driven by cognitive computing and AI, helps extract meaningful information from structured and unstructured contents of varied formats such as images, text pdfs and so on. TCS has carried out various Proofs of Concept and pilot projects in AI/NLP area for global customers.

TCS presence in Veeva

TCS has over 15 years of experience in enterprise content management solutions leveraging leading COTS products such as Documentum, Sharepoint, Veeva Vault, and FirstDoc with over 6000 experienced consultants engaged with global customers.

TCS is Veeva's service partner and has been working with global pharma customers on Veeva engagements in the commercial and R&D domains. TCS has dedicated Veeva Center of Excellence (CoE) and extensive experience in Veeva Vault in various IT engagements such as solution blueprinting, product evaluation, migration strategy, implementation services including integration, configuration and migration on different modules of Veeva Vault. TCS has over 100 experienced Veeva Vault consultants working on various engagements for global pharma companies.

TCS has developed variety of tools and assets such as TMF Dashboard, Vault editor, Veeva Wiki, and Veeva virtual assistant, which are being leveraged in different Veeva Vault engagements. TCS has developed a validated migration tool 'Docu2Vault' that helps customers migrate the documents and metadata along with audit trail and multiple versions from various content management solutions to Veeva Vault.

Docu2Vault – TCS' In-house developed Migration Tool

- Migrate content & metadata
- Version migrations
- Support different DMS systems
- Migrate audit trails as pdfs
- Supports multiple file types