

Ferring Pharmaceuticals, Surety, KineMatik, and Open Text Pool their Strengths to Provide a “Litigation Ready” Electronic Records Solution

Meeting Legal Mandates for Patents – the Lifeblood of the Pharmaceutical Industry

Bringing a new product or treatment to market can mean an investment of many years and millions of dollars for a pharmaceutical company. As a strong part of their commitments to patients and to company stakeholders, many pharmaceutical companies are working to reduce the product development and introduction timeframe by streamlining processes with lab automation technologies. Faced with increasing competition and compliance pressures, pharmaceutical firms are also striving to ensure that their electronic records can stand up to litigation or regulatory challenges.

One company moving ahead with advanced technologies is Ferring Pharmaceuticals, a research-driven biopharmaceutical company devoted to identifying, developing and marketing innovative products in the fields of urology, gynaecology and obstetrics, gastroenterology and endocrinology. Ferring Pharmaceuticals made plans to move away from paper-based lab notebooks to provide a means of faster and easier information retrieval, collaboration, and knowledge sharing within and across its R&D sites. To support its R&D teams in the UK and the USA, Ferring decided to implement an Electronic Laboratory Notebook (ELN) solution.

“Patents are the lifeblood of the pharmaceutical industry, and we were seeking a way to accelerate our patent process and move products to market more rapidly,” said Andy Sheppard, Head of Operations, at the Ferring Pharmaceuticals UK research site.

For its ELN solution, Ferring chose the eNovator™ product from KineMatik™, running Open Text's Livelink ECM™ collaboration and content management software. KineMatik's solution is designed to enable life science organizations to capture, manage, and reuse data and information throughout their product development lifecycles.



“Based on our due diligence process, the KineMatik solution met our requirements for functionality and usability. eNovator could be easily integrated into our information technology environment, and provided good workflow capabilities,” said Sheppard.

However, one significant aspect of the solution remained to be resolved. “The vital nature of patents also means that our electronic records must stand up to a legal challenge at any point in the future,” said Sheppard.

Ferring's legal department required that the selected

solution ensure that Ferring's electronic records are authentic and legally verifiable. They elected to go fully digital, using electronic signatures and Surety's secure timestamp services. Surety's AbsoluteProof® provides an independent, cryptographically verifiable solution that establishes the exact content of every record, and the time it was created, in a legally verifiable way.

Industry

Life Sciences

Customer

Ferring Pharmaceuticals

Business Challenges

- Increase competitive edge
- Meet growing demands for compliance to meet litigation or regulatory challenges
- Accelerate patent process and move products to market more rapidly
- Improve knowledge sharing and information retrieval

Solution

Livelink ECM from Open Text
eNovator from KineMatik
AbsoluteProof secure timestamp service from Surety

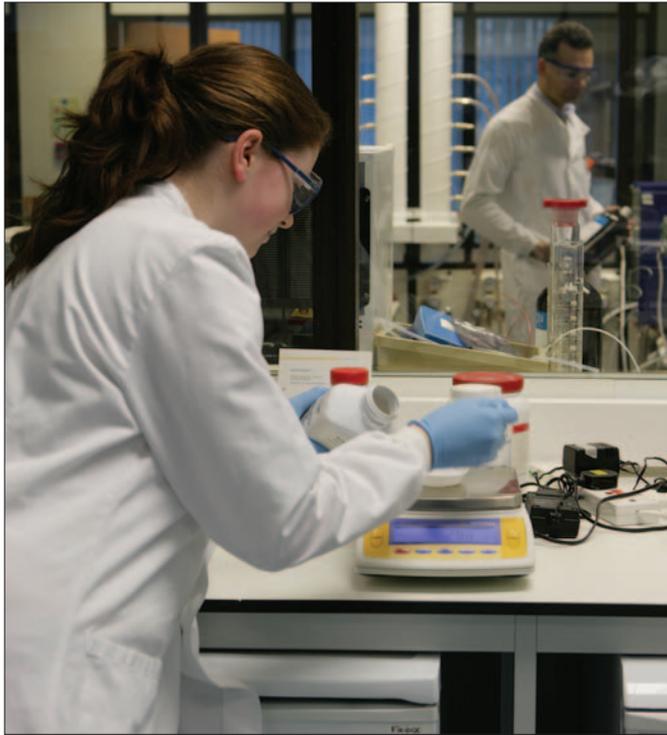
Business Benefits

- Increased efficiency in research processes
- Faster and easier information retrieval, collaboration, and knowledge sharing within and across its R&D sites
- Improved productivity and efficiency
- Competitive edge
- Improved project management
- Electronic record integrity



A "Litigation Ready" Electronic Records Solution

The Ferring choice to combine KineMatik, Open Text, and Surety provided a best-of-breed solution that could increase efficiency in research processes, while providing legally acceptable electronic record integrity.



Three partners join forces to deliver the ideal solution

Surety, KineMatik, and Open Text pooled their strengths to provide a "litigation ready" electronic records solution for Ferring. One key advantage of this triumvirate approach was that all three technologies could be implemented simultaneously.

"The combined solution integrated easily into our intranet environment, and the fact that all of the products could be implemented at the same time added speed and efficiency to the process. All three of our partners worked with us to achieve deployment in less than 30 days," said Sheppard.

Another important advantage of the solution is that the Surety secure timestamp service is transparent to users. When Ferring team members create or change a document, it is automatically sealed with the Surety Integrity Seal, and the work is not interrupted or slowed.

"KineMatik provided all of the training needed, and that process went very smoothly. Surety does not require a complex user procedure, so the security aspect required no specialized training," said Sheppard.

Ferring expands the use of secure timestamp services

Once the legal department approved the use of electronic records with Surety's AbsoluteProof, and AbsoluteProof was in use in Ferring R&D, the scientists began to see the advantage of being able to use secure timestamp services not only for their experiments, but for other documents, according to Sheppard.

"We set up additional workflows within eNovator to address secure timestamps for electronic records beyond R&D experiments. Standard test methods, risk assessments, and test reports are among the other records that have always required sign-off and that can now be handled with the KineMatik, Surety and Open Text solution," said Sheppard.



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