

# Product upgradation services for a US based ISV focused on FDA compliance for life sciences industry

## Client

US based ISV providing a patented Microsoft based regulatory compliance management solution which automates all major compliance processes in the Life Sciences Industry. The solution it provides is a comprehensive and integrated system encompassing the entire drug lifecycle from Research & Development, Clinical Trials, Drug Safety to Quality Systems and more.

Currently, the ISV markets its solution to more than 23,000 small to mid-sized life science companies.

## The Challenge

The entry of newer products to the market and the stiffening competition posed several challenges for the client. To retain itself in the market space, the ISV needed to continuously improve its system and provide a solution that is more relevant to its customers than its competitor's products.

For this, the ISV needed a system that would:

- Be comprehensive and effectively automate all compliance processes.
- Be simple and provide hassle-free usage and maintainability.
- Be less time-consuming to implement and less-expensive to manage.
- Enhance customer experience and help drive operational excellence for its customers.

With the above objective in mind, the client decided to approach a competent offshore product development company having the capability and commitment to quickly ramp up an expert team to work along with its own development team.

## Solution

Cordiant offered the ISV with an Extended development Center relationship model. In this model, Cordiant works as a physical extension of the ISV's information services department in India.

Cordiant, in a short span of time, recruited, trained and built a dedicated offshore team which formed an extension to the ISV's development team in the US. Cordiant also replicated the ISV's hardware and software infrastructure and effectively managed them over the entire engagement. This enabled the ISV to focus on its core product development activities, while Cordiant under took full responsibility for the team in India, managing the project as well as the human resources, hardware, software and communication infrastructure.

Cordiant's technical expertise and business acumen helped Cordiant to quickly understand the requirements of the ISV's business and deliver solutions that best-suit the ISV's present and future needs. The ISV development team and the offshore team worked as a unified fragment to develop the product. Among the India offshore team members, a Project Lead was assigned, who was responsible for regular communications with the ISV on all technical issues. The agile project tracking tool, Target Process, was used for project-management activities and communications were primarily through emails, instant messaging and web conferencing tools WebEx, Skype and Yahoo Messenger. In addition to the offshore product development team, an offshore Relationship Manager was assigned to the engagement for the smooth execution of this engagement.

## Technologies Used

- Microsoft .Net Framework 1.1
- Microsoft InfoPath
- Microsoft SharePoint Portal server
- C#, ASP.NET
- Visual SourceSafe, Sub Version
- Microsoft SQL Server 2000
- Internet Information Server 6.0
- Windows 2003, MS Virtual Server 2003
- WebEx, Skype, Yahoo Messenger
- Target Process

## About Cordiant

Founded in 1995, Cordiant Technologies builds globally aligned India teams for Independent Software Vendors worldwide. Cordiant has offshore product development centers in Chennai and Kochi, Southern India; and a US subsidiary in Princeton, NJ.

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