



# Rapidly growing pharma

Case study

## TFS FSP model helps rapidly growing pharma company meet the moment

From the global increase in healthcare spending to the acceleration of new drug approvals, small, agile drug developers today have an opportunity to leverage their niche focus and unlock new opportunities. But what happens when a pharmaceutical company's growth outpaces its available resources? This case study explores how TFS delivered a **strategic resourcing solution** to help one rapidly expanding pharma client establish a global footprint with skilled staff in place to meet timelines to bring new therapies to market.

### Client need at a glance

FSP model



Quick ramp-up period



Skilled to manage local European study activities for multiple Phase I, II & III studies



Home-based or at a TFS local Europe office



## Challenge

When a UK-based pharmaceutical client initially approached TFS, it simply needed **senior CRA support** in European countries to manage its Phase II studies. However, a rapid expansion of its pipeline in global markets quickly demanded a more comprehensive approach. To keep pace with demand, the client needed a **comprehensive strategic solution** that delivered resources to support the full suite of study management activities worldwide, including CRAs, Oversight Leads, Contract Management, Regulatory, Ethics Submission, Site Identification and more. Given the **client's rapid expansion**, there was little time to spare. It needed skilled support that could jump in quickly without missing a beat.

## Approach

### Intelligently structured

With TFS, client relationships are **personal**, so the CRO rallied to support its globally growing client. TFS developed a FSP solution wherein home- or TFS-office-based staff would report in directly to the client's CRA Line Management and Project Management team. Such a structure enabled TFS to work **seamlessly** as a natural extension of the client versus a traditional client/vendor relationship. TFS worked with the client to establish solid governance structure to ensure delivery, expectations, time lines and quality being met appropriately.

### Stellar communication

TFS appointed a CRA Team Leader to oversee the client's project needs, establishing a single point of contact for simple, effective communication. The Team Leader ensured regular communication via one-on-one meetings to support the client's CRAs in different European countries, keeping the project on track and on time. The Team Leader also had oversight of project training, follow up, workload distribution, timelines and ancillary communication. TFS delivering detailed reports and monthly overview and time sheets for client approval prior to invoicing, to assure accuracy in invoicing and budget alignment. No surprises for any stakeholders and fully aligned financially.

## Collaborating for success

Partnership with the client was key to delivering effectively on its needs. TFS listened to understand the profile expectations of its client and began by selection Internal TFS employees that matched those needs that matched those needs. The TFS Recruitment Team then worked to find the remaining external resources with the **specific skills** the client requested. While TFS provided the ongoing training for Line Management support, the client managed training on the therapeutic area of interest and its internal SOPs in close collaboration with TFS.

## Results

Despite the stringent timelines required, TFS delivered its FSP model on time and with **high-quality results**. TFS successfully operated as a seamless **extension of the client**, which has successfully established itself in global markets. The multi-year collaboration enabled TFS to oversee the management of all in-country study activities, with low TFS turnover providing stability and study continuity. The success of TFS-partnered studies ultimately drove the growth of the CRA team to **20 resources across 10 European countries**, allowing the client to continue to thrive with its expanded global footprint.



## About TFS

TFS HealthScience is a global Contract Research Organization (CRO) that supports biotechnology and pharmaceutical companies throughout their entire clinical development journey. In **partnership** with customers, we build **solution-driven teams** working for a healthier future. Bringing together nearly 700 professionals, TFS delivers **tailored clinical research services** in more than 40 countries and supports customers with **comprehensive solutions** through three strong business models: Clinical Development Services (CDS), which provides full-service support at all stages of the clinical development process, Strategic Resourcing Solutions (SRS), which offers expert insourcing and targeted recruitment services, and Functional Services (FSP), to provide customers with strategic workforce management solutions.



**700**

Nearly 700  
Worldwide  
professionals



**40**

Conducting trials  
in more than  
40 countries



**17**

Offices and legal  
entities in  
17 countries



**40**

Industry leading  
expertise in  
4 major areas

Detailed information about TFS, and its business offerings can be obtained through [www.tfscro.com](http://www.tfscro.com).