Flipping the ratio

Unifying billions of product records from disparate systems in one intuitive platform, slashing time to decision by weeks.

Overview

A leading healthcare organization in the U.S. focuses on developing treatments for complex diseases across multiple therapeutic areas, including oncology, immunology, neuroscience, cardiopulmonary, and specialty ophthalmology.

They leverage rigorous science and compassion to pioneer new pathways from lab to life, aiming to transform patient outcomes and deliver the medicines of tomorrow. At this organization, the Data & Analytics team exemplifies a commitment

to quality and innovation. By integrating advanced analytics and a strategic approach to quality, they ensure that their manufacturing processes are efficient, reliable, and ultimately beneficial to patients.

Clarivate

Challenge

The organization faced a significant hurdle in enabling quality teams to make timely, data-driven decisions. Critical product and process data spanning Quality, Regulatory, Manufacturing, and Post-Market Surveillance was dispersed across multiple disconnected systems, each with unique interfaces and training requirements. This fragmentation resulted in inefficiencies such as redundant communications, duplicated efforts, and delayed decision-making. Implementing an integrated, streamlined solution was needed to significantly improve operational efficiency, accelerate product decisions, and reduce time spent on data gathering for reporting and audits.
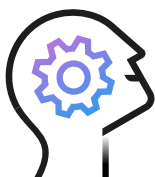
Solution

To tackle the inefficiencies in data-driven decision-making, the Chief Quality Officer introduced the concept of "flipping the ratio". This initiative aimed to shift the organization's focus from spending excessive time navigating complex systems to dedicating more time to high-value decision-making. The goal was to reduce the operational burden of accessing and integrating data, enabling teams to respond to quality issues with greater speed and confidence.

To realize this vision, the Data & Analytics team partnered with Clarivate to implement the Optiqs360 platform. Optiqs360 was selected for its ability to aggregate, assimilate, and index billions of data points daily from multiple disparate systems. The platform provided a unified, intuitive interface that offered a comprehensive, end-to-end view of data across the product lifecycle. By eliminating the need to manually piece together information from various sources, Optiqs360 streamlined workflows and empowered users to explore and act on insights from a single, cohesive environment.

This transformation not only simplified data access but also enhanced the quality team's ability to make timely, informed decisions — ultimately supporting their broader mission of operational excellence and product quality.

Figure 1: Optiqs360 Digital WorkCenter.

Explore
Enhanced Connectivity
Time & Error Reduction
Faster Decision-Making

Analyze
Comprehensive Reporting
Enhanced Interpretation
Customizable Insights

Execute
Workflow Automation
Enhanced Productivity
Scalable Solutions

Since adopting Optiqs360, the organization has experienced strong platform engagement across its teams, with widespread adoption driving measurable improvements in efficiency. Users now rely on the platform to access and analyze critical product data — eliminating the delays and complexity of navigating multiple systems. This streamlined access has accelerated decision-making and fostered a culture of rapid, data-driven action. Most importantly, teams no longer face a trade-off between speed and quality — Optiqs360 enables both.

Figure 2: Optiqs360 top 5 pharma case study

Before		With Optiqs360		
Avg. time to complete		Avg. time to complete	Est. weekly savings	Est. annual savings
16 hours	**Investigation support** Identification of countries impacted by an escalation report relating to a specific batch	**4.20** minutes	**47.7** hours	**797** hours
24 hours	**Data collection** Locating criticality analysis report for an anti-cancer monoclonal antibody medication	**3.31** minutes	**71.8** hours	**1,197** hours
24 hours	**Knowledge management** Identifying and retrieving list of quality sub-team members for an anti-cancer monoclonal antibody medication	**2.43** minutes	**71.9** hours	**1,198** hours

About Clarivate

Clarivate is a leading global provider of transformative intelligence. We offer enriched data, insights & analytics, workflow solutions and expert services in the areas of Academia & Government, Intellectual Property and Life Sciences & Healthcare. For more information, please visit **clarivate.com**.

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