

CASE STUDY 

# From Vendor Frustration to Compliance Confidence

## How a Human Pharmacovigilance Services Provider Found a Long-Term Platform and Partner

After two disappointing pharmacovigilance (PV) system experiences, a UK-based PV services provider needed more than software. They needed a reliable partner. Ennov delivered both.

**The result:** A fully validated, end-to-end pharmacovigilance platform, deployed in under six months, that supports case processing, regulatory submissions, and signal detection for clients across international markets.

**4 Months to Production**

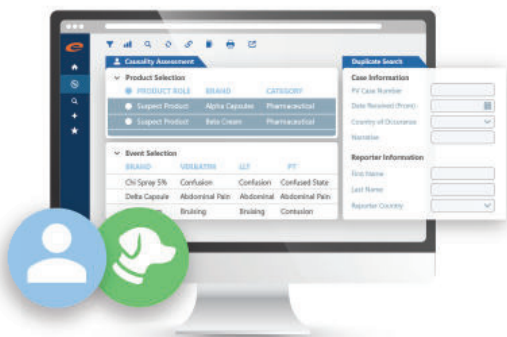
from signature to go-live

**100% Service Continuity**

with no loss of client service

**1 Connected Workflow**

for end-to-end PV work



<b>Industry</b>	Human Pharmacovigilance Services
<b>Organization Type</b>	Specialist PV consultancy & outsourced drug safety services provider
<b>Headquarters</b>	United Kingdom
<b>Client Reach</b>	UK, Europe, US, and Asia-Pacific
<b>Services</b>	Case intake, MedDRA coding, ICSR processing, signal detection, PBRER/PSUR/DSUR authoring, regulatory submissions



*"Ennov treated us like a true partner, with a level of support and respect that's not easy to find."*

- Business Development Manager, Specialist PV Services Provider

## The Challenge

For specialist PV services providers, the system behind the work matters. It must be validated, reliable, and able to support the full PV process, from adverse event intake and submissions to aggregate reports and signal detection.

The company had already been through two tough system transitions. Their most recent platform had become increasingly costly and complex to manage. While costs continued to rise, the level of service and support did not keep pace. Ongoing system challenges also meant the team had to spend more time and resources maintaining data quality and managing growing case volumes.

Changing systems was a major decision. Any new platform had to meet four needs: stay compliant with current reporting requirements, support the full range of PV services, go live without disrupting client work, and come with a partner focused on long-term success.

The risk was clear. Another failed implementation would have hurt both operations and client trust.

## Why Ennov?

When the team reviewed the Ennov Pharmacovigilance Suite, they found what had been missing with previous vendors: strong PV expertise, a good understanding of their workflows, and a real partnership approach.

### Four factors shaped the decision:

1

**PV expertise:** Deep pharmacovigilance expertise, with a system built for real PV work.

3

**Fast deployment:** A strong track record of quick, low-disruption implementations.

2

**Clear pricing:** Transparent pricing and a cost model that could scale with caseload growth.

4

**Strong support:** Responsive support before and after go-live

## The Solution

The company went live with Ennov in four months, faster than the team expected. It now supports the company's day-to-day PV work across its client base. The platform was also straightforward for the team to adopt, allowing most users to be trained using in-house resources.

### End-to-End Case Management:

- › Capturing adverse events to support ongoing pharmacovigilance activities
- › MedDRA coding and case reporting as part of day-to-day PV operations
- › Support for PBRERs, PSURs, and DSURs across client work
- › Signal detection capabilities that help the team support a broad range of PV services
- › PV data management designed to reduce system burden and support efficient delivery

### Compliance and Validation:

- › A dedicated, validated pharmacovigilance system
- › Compliant functionality aligned with the business's operational needs
- › Designed to help the team stay compliant as regulatory requirements change

## The Results



### NO SERVICE DISRUPTION

No loss of service or functionality during the transition.



### BETTER USE OF RESOURCES

Less time spent fixing system issues, more time focused on PV work and growth.



### BUILT FOR GROWTH

A platform that can support more clients and new services over time.

## Future-Ready by Design

Because Ennov PV is part of Ennov's Unified Compliance Platform, the business has a way to support future PV and compliance needs. In the near term, that includes using Ennov AI to extract key data from narratives, increase case intake speed, and auto-summarize and triage reports so teams can focus on high-risk cases.

Longer term, the same platform can support quality and regulatory activities as the business expands. Instead of adding new systems for each new need, teams can build on one shared foundation. That means one environment to manage, less duplicate data, smoother cross-functional work, and less time spent maintaining separate tools. It also gives the business a simpler way to scale services while keeping compliance under control.

The Ennov Unified Compliance Platform supports today's work and gives the business a clear path for growth.

## Key Takeaways for PV Services Providers



### Choose the right partner

Expert support matters as much as the software itself.



### Less system work, more client focus

When the system is built to support changing regulatory requirements, teams can stay focused on delivery.



### A smooth transition is possible

The right deployment approach can shorten timelines and avoid disruption.



### Growth needs the right platform

As case volumes and client demands grow, scalability helps protect long-term growth.

For this specialist PV services provider, Ennov delivered more than a replacement system. It gave the business a stable, validated platform, protected client service during the transition, and created a stronger base for future growth. Just as important, it gave the team a partner it could trust.

*Learn how Ennov's Unified Compliance Platform powers the next generation of Life Sciences at*

Connect with Ennov's experts today. [ennov.com](https://ennov.com) 