

CUSTOMER SUCCESS STORY

Neutrino proficiently helped a major Life Sciences Company in the U.S. streamline its business operations by clearing hefty backlogs and optimizing regular business operations.



KEY OUTCOMES

- Accelerating patients' medication journey
- Improved patient adherence
- Increased affordability
- Improved talent retention
- Enhanced operations
- Reporting & analytics

OUR EXPERTISE

- Program Specialists
- Patient Service Coordinators
- Providing top-notch talent into healthcare
- Patient assistance program
- Efficient stakeholder management
- End-to-end staff augmentation

ABOUT THE CLIENT

The Client is a global provider of commercial services for the life science industry. Their services include commercialization, market access, patient services, medical affairs, and real-world evidence. The company has a strong presence in the United States, Europe, and Asia.

CHALLENGES

- Stockpile of faxes
- Missed SLAa
- High attrition rates
- Lack of good quality talent
- Mismanaged operations

SOLUTIONS

- Dedicated program specialists and patient service coordinators.
- Provided a well-oiled recruitment engine.
- Cleared backlogs with 98% accuracy, while maintaining a daily log of not more than 5-10%.

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