



### CHALLENGES

- Poor Compliance with client-server system necessitated a system upgrade
- System administration overhead was high due to client server architecture
- Inability to report electronically from client-server version of safety system
- Needed to migrate existing data to the new system
- Data privacy and case intake efficiency issues with affiliates

### SOLUTION

- Upgrade to new web version of the Argus Safety™ system
- Perform data migration from two different versions of Argus
- Oracle database version upgrade
- Implementation of Argus Affiliate
- Implementation of case intake interface into Argus Affiliate



## ARGUS UPGRADE, AFFILIATE IMPLEMENTATION & DATA MIGRATION

### PROBLEM STATEMENT

A Top 10 global pharmaceutical company needed to upgrade its Argus Safety™ system from an old and unsupported instance to the latest version of Argus while maintaining its current business process and data and also adapting to the configuration and data changes necessitated by the newer version of the safety database.

In addition, based on advice from Foresight, the company wanted to replace a custom Affiliate tool that did not support current EU privacy regulations with Argus Affiliate as well as all the associated process changes and training to 65 countries. They also required migration of 950k+ cases from the custom tool to each country's Argus Affiliate site.

The final upgrade had to be executed to minimize Production downtime, a target of 96 hours was set.

### SOLUTION

The company engaged Foresight to carry out an upgrade and data migration along with Oracle database version upgrades. Foresight resources managed the following tasks:

- Project management across all client teams and hardware, network and software providers.
- Design new business processes to support new functionality, e.g. auto-narratives and Argus Affiliate
- The system configuration was updated to make use of new product functionality
- Analyze and document schema differences across source and destination Argus Safety versions
- Analyze and document configuration differences across the two Argus versions and identify potential changes required prior to upgrading
- Create System Solution Architecture Design to reflect the environments needed to perform the upgrade
- Create System Solution Architecture Design to meet core Argus process performance requirements and support the extension of Argus availability to over 600 additional users
- Develop Data Migration Mapping from source to destination from Custom Affiliate tool to Argus Affiliate
- Define an upgrade path using a combination of standard vendor scripts and custom processes
  - Model Level – 5 step upgrade path from different versions were laid down. This included Oracle upgrades
  - Data level – based on business inputs on reconciling differences in use of configuration across the systems



### About Foresight

Foresight Group International AG is a global provider of drug safety and risk management professional services and solutions.

With over 200 employees in North America, Europe, Japan and India — we are the largest professional services firm in the world focused exclusively on drug safety and risk management.

Foresight provides all of our core services in both English and Japanese, including service desk for our managed services.

To learn more about Foresight, visit [www.foresightgroup.com](http://www.foresightgroup.com).

### Core Services

- Hosting and Managed Services
- PV Process Design & Optimization
- Safety System Implementation
- Custom Reporting
- Signal Management
- Risk Management
- Inspection Readiness & Response
- Benchmarking and Analytics

### Our People

- Experienced (average 8+ yrs.)
- PV process & systems experts
- Program managers
- Analysts and architects
- Developers and testers
- Many from industry
- Bi-lingual English & Japanese
- Local knowledge, globally

## ARGUS UPGRADE, AFFILIATE IMPLEMENTATION & DATA MIGRATION

### SOLUTION (CONTINUED)

- Provision upgrade environments (Hardware, Software) to test and verify upgrade approach
- Dry-run upgrade scripts per the upgrade path and resolve errors
- Create an overall cutover plan, including business cutover steps
- Detail new business processes based on using Argus Affiliate as the single point of case receipt
- Develop an E2B tool to integrate Affiliate with a global call center tool
- Design a new custom reporting environment
- Develop a range of custom reports to support new business processes
- Define client support organization
- Define project monitoring KPIs and Benefits Management process
- Train Super-users, System Admins and End users
- Provide Post go-live support for 2 weeks to business and IT users for addressing the learning curve on the new system features

### RESULTS ACHIEVED

With the help of Foresight Group, the safety database upgrade and data migration was successfully completed and rolled into production in Eighteen (18) months and the following benefits were realized:

- Cut-over tool less than 80 hours vs. target of 96 hours
- Data privacy issues in unsupported version were eliminated
- Performance issues due to solution architecture were resolved
- System performance was improved by 50%+
- 3m+ records were upgraded without errors
- 950k records were upgraded without errors
- 650+ affiliate users were trained
- Enhanced features were implemented to replace manual steps leading to improved productivity by business users, case handling time was reduced by more than 10%
- Zero technology or configuration issues identified post go-live

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