

Case Study – A Quick Recovery from Difficult Conditions

The Challenge

A multinational biopharmaceutical company was encountering business-crippling document and learning management software application issues that required in-depth investigation.

Our Approach

Collaboration combined with expert-level guidance was necessary among the application owners, helpdesk and infrastructure owners, and the vendor to gain a clear understanding of the problems being encountered, the troubleshooting conducted or that needed be organized, and the most effective options to resolve the various issues.



2030 Consultants deployed several Quality Management application specialists to troubleshoot, analyze, and lead a series of SWAT-like precision issue management initiatives. Our team utilized *Life Science and Technology Industry Best and Common Practices* to guide the client's third-party application support team through investigation, root cause analysis, and remediation of critical issues.



The Solution

Our crew acted as a direct liaison with the software vendors on behalf of the client. This relationship required the client's trust in our ability and willingness to act in their best interest. We facilitated meaningful dialog among all stakeholders to prioritize, diagnose, and address critical issues. Regular and consistent touchpoints ensured that all voices were heard and sped up issue resolution.

The Result

A trusted partnership between the client and a specialty consulting firm like 2030 provided a key benefit for the client team. It ultimately enabled the client to focus on core responsibilities while we managed vendor interactions to ensure issue resolution and knowledge transfer.

A pivotal and exciting point of this relationship occurred when the vendor, recognizing its common interest in resolving the issues, agreed to share in the costs of our services to manage communications and troubleshooting. This act demonstrated how much both parties valued our contribution to their resilience initiative.

