



Case Study

Optimizing Clinical Trial Operations: Phastar's Strategic FSP Partnership with a Top 20 Global Pharma Company

SCRIP
AWARDS

2024 WINNER

Best Contract Research Organization-
Specialist Providers

Challenge

In 2019, a top 20 global pharmaceutical company, sought to transition from a fully outsourced model to a more hybrid approach, bringing work in-house through internal hires and Functional Service Providers (FSPs).

This strategic shift aimed to:

- 1 Enhance operational efficiency
- 2 Improve oversight
- 3 Optimize resource utilization

To support this initiative, the top 20 global pharmaceutical company issued an RFP to multiple CROs, including Phastar, seeking expertise in statistical programming and data management.

Solution

Phastar responded to the RFP with a tailored FSP solution, leveraging its extensive network of statisticians and programmers. Following a successful bid defense in November 2019, Phastar was awarded a contract for staff augmentation in January 2020. By April 2020, once the statement of work was finalized, Phastar began quickly filling in requirements through a combination of internal and external candidates, within 4 weeks, on average, approximately 36% faster than the industry average of 44 days.

Phastar's support rapidly expanded, with 20 staff members engaged across key therapeutic areas such as oncology, rare diseases, neurosciences, vaccines, gastrointestinal (GI) disorders, and plasma-derived therapies by the end of 2020. Recognizing the evolving needs of the top 20 global pharmaceutical company, Phastar remained agile, adapting to new challenges and expanding its service offerings. **Phastar's ability to expand seamlessly into new therapeutic areas and our access to an extensive network of global biometrics talent** allows us to be more than just a staffing solution. We are a strategic partner, providing expertise and resources across a range of disciplines and ensuring operational efficiency at every step of the trial process.

In 2022, the top 20 global pharmaceutical company launched its "Future Fit" model, reissuing an RFP to align its FSP strategy with long-term goals. Phastar was again selected as the preferred partner, highlighting our role as a strategic partner for clients with a single shared goal.

This led to a significant increase in the number of requisitions during Q4 of 2022. By mid-2023, over 60 statisticians and programmers were supporting the top 20 global pharmaceutical company across multiple global locations, including the US, UK, Australia, Canada, Kenya, Germany, and Ireland. Additionally, Phastar extended its services to the top 20 global pharmaceutical company's Clinical Data Engineering group, providing support from the US, Kenya, India, and China. **Recognizing the evolving needs of the top 20 global pharmaceutical company, Phastar seamlessly expanded into other areas, offering a talent pool of experts across a broad spectrum of specialties**, beyond just statistical programming. **This included expertise in clinical trial management, data science, and biometrics**, allowing Phastar to flexibly scale resources as needed.



To further enhance efficiency, Phastar introduced an innovative "Teams-based" approach to resourcing. This model ensured that Phastar took full responsibility for onboarding, resource allocation, and meeting study timelines. This ensures that the top 20 global pharmaceutical company has access to the right expertise when needed, without the delays often associated with traditional staffing models. Key benefits gained by using this approach included:



Reduced costs by 30% through optimized offshore resourcing and streamlined operations.



28 days on average to fill open positions, with new staff making **meaningful contributions within their first week**.



Streamlined administrative processes for the top 20 global pharmaceutical company.

Outcome

The Phastar-the top 20 global pharmaceutical company partnership has continued to strengthen over the years, with ongoing collaboration through Executive Steering Committee meetings and strategic resource planning. Entering its sixth year, the partnership now comprises over 100 dedicated Phastar staff supporting the top 20 global pharmaceutical company's clinical research initiatives worldwide, across multiple therapeutic areas. Through a combination of expertise, flexibility, and innovation, Phastar has played a pivotal role in optimizing the top 20 global pharmaceutical company's clinical trial operations, reinforcing its position as a trusted FSP partner.

With our strong and continued commitment to partnership, we ensure that every aspect of our collaboration with the top 20 global pharmaceutical company aligns with their long-term strategic goals. By understanding their needs and remaining agile, Phastar has continually supported the top 20 global pharmaceutical company in optimizing clinical trial operations across the globe.

Milestones Breakdown

RFP Issued

01 The top 20 global pharmaceutical company issues RFP seeking expertise in statistical programming and data management.

2019



02

Phastar Awarded Contract

2020

Phastar awarded staff augmentation contract, begins recruitment of internal/external hires.



Rapid Staff Engagement

03 20 staff members engaged across key therapeutic areas: oncology, rare diseases, vaccines, GI disorders, plasma therapies.

2020



04

'Future Fit' Model

2022

The top 20 global pharmaceutical company launches 'Future Fit' model, Phastar re-selected for expanded FSP services.



Over 60 Staff Worldwide

05 Over 60 statisticians and programmers across global locations including US, UK, Australia, Canada, Kenya, Germany, Ireland.

2023



06

Teams-Based Approach

2023

Phastar introduces 'Teams-based' approach to enhance resource allocation, cost efficiency, and onboarding. Over 100 Phastar staff were provided to support the top 20 global pharmaceutical company's clinical research globally.



Ongoing Expansion

07

Agreed on 3-Year rate card and expansion into lower-cost regions outside the US.

2024



08

Key Outcome- A Continued and Growing Partnership

2025

Accelerated ramp up to provide over 160 Phastar staff to support clinical trials worldwide.



Your PHASTrack to Clinical Trial Approval

Combine the power of world-leading statistical, data and technology expertise with bespoke, flexible delivery to accelerate your clinical programs.



“ A big thank you to the Phastar cross-functional rapid response team for your collaboration, commitment, diligence, and steadfastness in pulling together well-reasoned, high quality, data driven responses to FDA’s most recent requests. ”

- Pharma client

Book a Meeting with our Experts

