Well Prepared for the Future
Canon Helps Support Pharmaceutical Company’s Mission of Supporting Better Health

THE CHALLENGE
The pharmaceutical company initially considered outsourcing because it saw an opportunity to optimize its records management program. The goal was to improve efficiency and help ensure compliance by being well prepared for audits. The company, however, wanted to be well prepared for the future in other ways. This included the possibility of outsourcing non-core but critical business process activities—spanning document management, facilities and office operations—so the company could focus more resources on its mission of providing products for better health.

There were additional challenges. Fast growth drove the need to support the onboarding of approximately 500 new hires in a short amount of time. Consequently, the company looked to partner with a managed services provider that not only had proven records and document management expertise, but could offer more in the form of creating new hire and senior executive administrative support programs. The company found that partner in Canon Business Process Services.

THE SOLUTION
The company contracted with Canon Business Process Services because it offered not only in-depth records management and document imaging expertise, but also capabilities in a comprehensive range of business process outsourcing activities as well as Six Sigma-based performance management.

The relationship began with Canon assuming responsibility for managing the pharmaceutical company's records department as well as production print activities. Later, the company tapped Canon to provide facilities management services and direct mail center operations, including all incoming, outgoing and accountable mail. Additionally, Canon took on responsibilities for digitally imaging all paper-based employee records to provide more flexible access to the records, reduce risk and improve disaster recovery capability.
The firm’s director of business services describes the next stage in the evolution of the partnership with Canon. “In the first initiatives with Canon around document and records management, we saw excellent business results. We saw expertise they brought that we did not possess. This led us to ask, could Canon help us with our new hire program? Could they also help improve our facilities and office operations, and make our administrative services stronger?”

The answer to these questions was “yes.” A prime example: Canon helped launch and manage a “concierge” program for new hires. Canon manages the program working closely with the pharmaceutical company’s IT and Human Resources departments. The service includes people that comprise a concierge team with the goal of providing direction and support for new colleagues (both firm employees and contract workers) in the first 90 days of their employment or engagement with the company. The concierge team helps meet a wide range of needs from answering company- and employment-related questions to securing a workspace, employee ID badges and equipment.

The concierge program gives new colleagues a point of contact, which makes their initial orientation to the company much more efficient, enabling them to obtain what they need, resolve issues and become productive more quickly and effectively. The pharmaceutical company’s approach and the Canon team constitute a competitive differentiator when it comes to recruiting the high-level talent that supports the company’s industry leadership.

Canon also now manages an administrative support program for the firm. This includes Canon hiring, training and deploying full-time, high-level administrative personnel who provide support to the company’s senior executives. The Canon program has helped consolidate previous administrative training and staffing approaches provided by several different vendors into a more centrally managed, consistent approach that incorporates top quality training, industry best practices and a defined career path for the administrative personnel.

Advancing Business Performance to a Higher Level
Canon Business Process Services, Inc. offers a comprehensive portfolio of managed services and technology for information and document management, business process outsourcing and specialty workforce services. Combining singular experience and domain knowledge, Canon Business Process Services enables organizations to improve operational performance while reducing costs and risks. Named a Global Outsourcing 100 Leader by IAOP for the tenth year, the company is a wholly owned subsidiary of Canon U.S.A., Inc. Learn more at www.cbps.canon.com.