



# 1st

Programs to provide new hire and senior executive administration support

## Well Prepared for the Future

### Canon Helps Support Pharmaceutical Company's Mission of Supporting Better Health



One of the country's top 20 pharmaceutical companies has four divisions spanning neuroscience, oncology, cardio-renal and the medical device market. In addition to improving document management processes, the company had two other important needs: supporting hundreds of new hires and providing administrative services for senior executives. Canon Business Process Services partnered with the industry leader to help create the pharmaceutical company's first innovative programs to solve these vital business challenges.

#### 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 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.

### THE RESULT

- + Concierge program enables colleagues to be more productive more quickly. The program is also a competitive differentiator enabling the pharmaceutical company to attract the top talent that helps support the firm's industry leadership.
- + Administrative support program consolidated previous training and staffing provided by a variety of vendors and provides a more consistent approach with high-quality training and best practices
- + Records management program enables the pharmaceutical leader to be better prepared for FDA audits and enhances the overall safety, compliance and disaster recovery elements of the company's program
- + Facilities program included a Six Sigma Kaizen Event, including initial analysis, benchmarking and recommendations for improving operations, procedures and deployment of equipment for the company's conference rooms and print/copy room locations. Canon implemented the recommendations and realized efficiency and cost reduction benefits as a result

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.

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### Advancing Business Performance to a Higher Level

Canon Business Process Services, a wholly owned subsidiary of Canon U.S.A., offers managed services and technology for information and document management, business process outsourcing and specialty workforce services. We help clients improve operational performance while reducing cost and risk. Canon Business Process Services has been named a Global Outsourcing 100 Leader by IAOP for the past eleven years and recognized in the Gartner Magic Quadrant for Managed Print and Content Services for five consecutive years. We have also been acknowledged by CIOReview magazine as a "20 Most Promising Legal Technology Solution Provider." Learn more at [cbps.canon.com](http://cbps.canon.com) and follow us on Twitter @CanonBPO.