

Pharm-Olam

Creating training was easier, and employee retention increased to 92%.

Meet the Client

Pharm-Olam International is a Clinical Research Organization with more than 40 global locations, and a staff of over 600. According to the company, Pharm-Olam delivers cost-effective, quick-to-market clinical trial services in emerging and traditional markets of research, along with experience in a broad range of therapeutic areas and phases of development.

Their multi-national pharmacovigilance team provides 24/7 coverage from their safety units in the USA and Europe to electronically collect, assess and report (S)AEs, SUSARs, and ADRs for secure reporting to sponsors, regulatory agencies, sites and ethics committees.

The Problem

As a rapidly growing organization, Pharm-Olam was looking for a way to simplify their new hire training, as well as to keep their employees up-to-date on local and global policies that impacted their work and the way it would be used. They tried using an eLearning system they built in-house to accommodate their needs, but they couldn't keep their system up-to-date with technology. And their system was inefficiently capturing the profile and test scores they needed.

They looked into using localized software, but quickly realized that this put them at a disadvantage when it came to addressing their other global locations. In addition, they were unable to centralize their training and reporting with most available options. Making matters worse, their training content was in multiple databases, and they wanted to migrate their content to one location in order to view and track all of their employees' training more quickly and conveniently, or else they'd lose the control that was so important to their compliance requirements.

“We rapidly realized our in house software was inadequate to maintain compliance requirements and we needed something better”

The Solution

Pharm-Olam approached Atrixware to create an LMS that would enable them to expedite their new hire on-boarding process through more efficient and comprehensive training. As a result of adopting the Axis LMS, it now takes their employees only one week to go through their training, instead of the 2-3 weeks that it took using their old process.

The Result

In addition to speeding the on-boarding process, Pharm-Olam also realized that their employees were more engaged with the training material because it was easier to create and update more compelling content. The system also helped unite their employees, who were located all over the world, in one virtual location – enhancing relationships and communications. This made it easier for the company to track their employees' progress through their training, so they could identify cases where a new hire was lagging, or needed extra help. As a result of using the Axis LMS for their training, Pharm-Olam also realized that their employee retention had gone up from 88% to 92%, more than enough to pay for the system many times over.