

Case Study Boehringer Ingelheim

Business Overview

Boehringer Ingelheim is a group of companies dedicated to researching, developing, manufacturing and marketing novel products of high therapeutic value for human and veterinary medicine. They have four major Research & Development sites and three support centres worldwide, 138 affiliated companies in 47 countries, with more than 6,700 highly qualified people working in Research & Development, out of 41,300 Boehringer Ingelheim employees worldwide. Their drug discovery focuses on important major therapeutic areas: Cardiometabolic Diseases, Central Nervous System Diseases (CNS), Immunology & Inflammation, Oncology, Respiratory Diseases, Virology.



Challenges

Due to rapid growth worldwide and regulatory requirements for electronic signatures, Boehringer Ingelheim identified a global requirement for a controlled documents system to sit within their Global Documentum environment. The main objectives being to:

- Establish an International, 21 CFR part 11 compliant, electronic Document Management System for creation, approval, distribution, and archival of all possible controlled documents that exist now, and may exist in the foreseeable future
- Enhance the overall compliance situation of document management globally
- Provide a generic repository for the storage of documents with minimal workflow and signature requirements
- Harmonise and globalise the business processes for controlled document management at Boehringer Ingelheim
- Reduce overall costs by implementing a package solution that may be configured and maintained as a single global system
- Provide improved automation and optimisation of controlled document management

As part of the challenge and to meet with regulatory legislation, Boehringer Ingelheim identified that an external training supplier was needed to manage and deliver a custom training program to their user base of over 40,000 users located worldwide.

Solutions

Boehringer Ingelheim commissioned Karen Jones to provide the training solution for the project entitled "IDEA for CON".

Karen as project manager began the project by developing a training and communication strategy and conducting a training needs analysis.

The information gained during the training needs analysis identified how both the business and its people currently use the system, and the change elements needed to aid the development of the custom training course and planning of the training program.

To ensure the successful delivery of IDEA for CON, people needed to understand the change this new system would bring and attain confidence in using the software application.

A communication strategy was developed to ensure all users were aware of how the system would affect them as individuals as well as the benefits to the larger Boehringer Ingelheim company.

Karen Jones' recommendation was for a blended learning approach, this included a mixture of both eLearning and classroom courses. A training strategy detailed the system requirements for training, processes for course administration, assessment and evaluation.

A deployment schedule was developed ensuring the appropriate local language resources were allocated to each site when required. eLearning is the only training required for Viewers, Authors, Reviewers and Signatories in the system and as a pre-requisite for the Doc Coordinator classroom course.

This approach brings both time and cost saving benefits for a roll out of this scale and in addition it enabled users to gain access to the system "just in time". Deliverables included the development of all training materials, including eLearning courses and the delivery of training courses, in local language for all roles within the system, ranging from Viewer to Document Coordinator. Course materials were developed in five languages, English, German, Spanish, Portuguese and Japanese and classroom training has also been delivered in these languages.

A Train the Trainer initiative has now been put in place to train additional local language trainers, so they can continue to deliver classroom courses in local language as the system rolls out globally.

Summary

'Boehringer Ingelheim is very satisfied with the service delivery from Karen Jones. Our material development and training delivery allowed for flexibility in our approach as different audiences were identified'.

Courses were developed efficiently and delivered to users in five different languages allowing for large groups of users at many different sites to gain access to the system quickly and within budget.

To date over 19,000 users have completed eLearning courses to gain access to IDEA for CON and some of these users have subsequently attended classroom courses due to a higher level of access to the system being required.