

APPLICATION OUTSOURCING

for life sciences



OUTSOURCE TO THE LIFE SCIENCES SPECIALIST

NNIT combines the power of life sciences experience, applications expertise and GxP regulatory knowledge to deliver application-outsourcing services that meet your challenges and spur new levels of growth.

As specialists in the life sciences industry, we work with companies to solve the way regulatory requirements affect data flow across the application landscape and value chain. The goal is not only to drive compliance but also to drive more value from application outsourcing to shorten time to market, reduce costs and ensure resource scalability.

LIFE SCIENCES EXPERIENCE

NNIT began as a part of a major pharmaceutical company over two decades ago. The life sciences are integral to our DNA, and we have more than 1,400 dedicated life science specialists.

APPLICATIONS EXPERTISE

More than 400 applications managed, including SAP and GxP critical applications. More than 80,000 help desk contacts/month.

DEEP GXP REGULATORY KNOWLEDGE

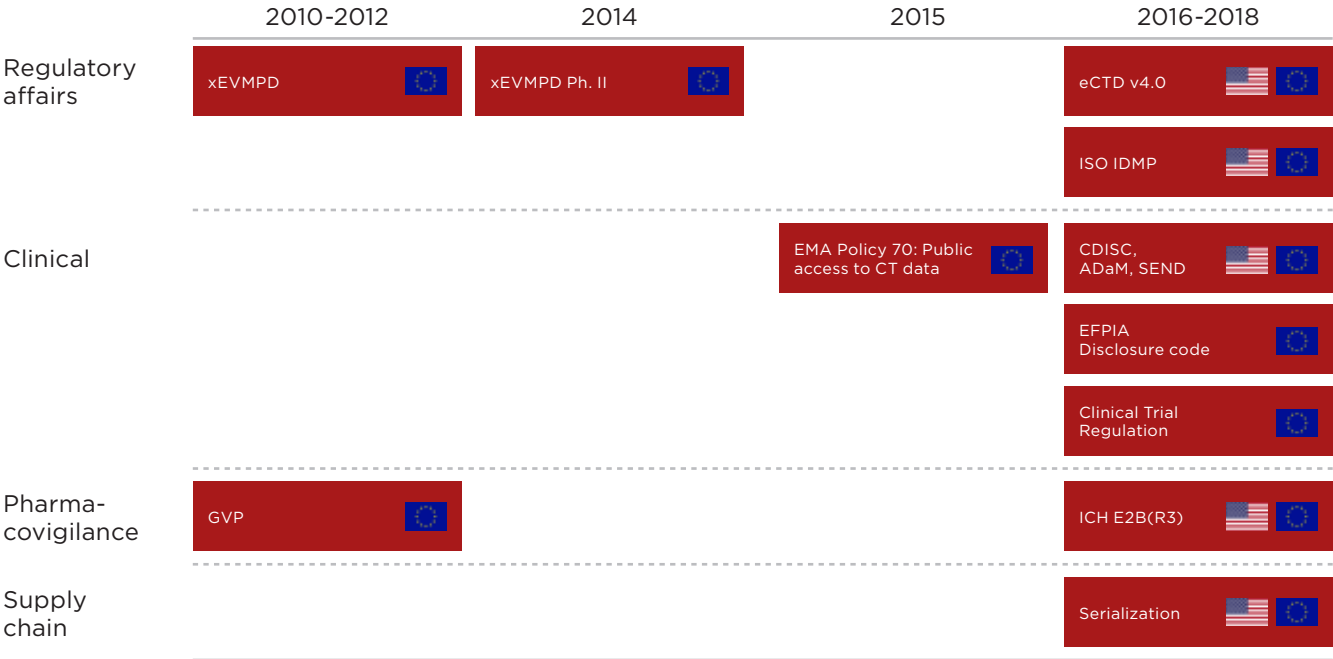
We know the regulatory challenges life sciences companies face and how it affects data flows across the application landscape and their value chain.

Our application outsourcing services are trusted by large and medium companies alike to power a wide variety of life-science-specific applications.

WE UNDERSTAND REGULATORY REQUIREMENTS AND COMPLIANCE

Our experience in processes within drug development, regulatory affairs, quality management and product supply tells us that there is no steady state in regulatory readiness.

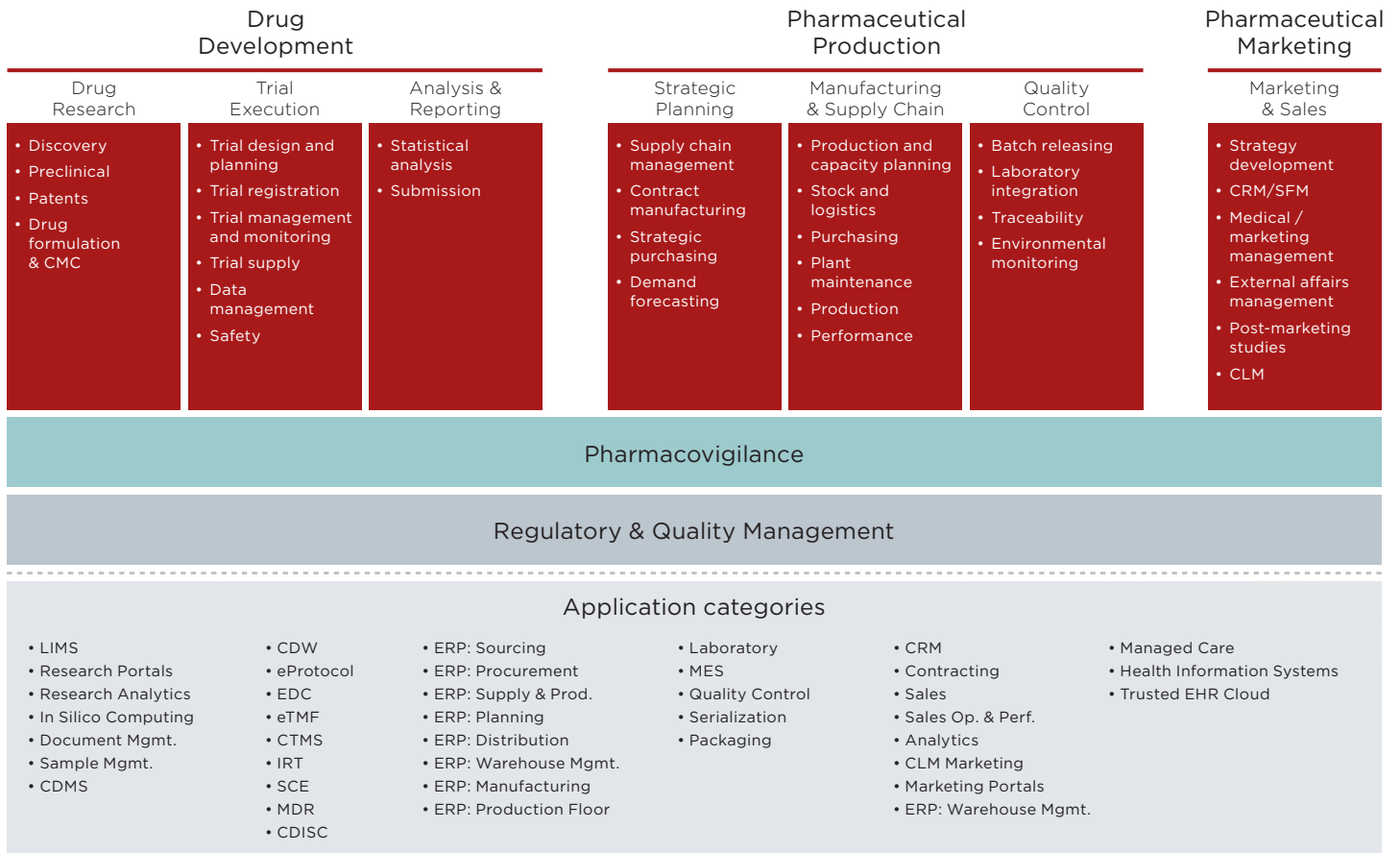
Understanding regulatory requirements, current and future, are the most important quality of an IT application management vendor for a life sciences company.



WE KEEP YOUR APPLICATIONS RUNNING, SECURE AND UP-TO-DATE

Our application outsourcing services are trusted by large and medium companies alike to power a wide variety of life-science-specific applications across the value chain.

You can gain substantial benefits by outsourcing a single application or an entire application portfolio within a specific area of your value chain.



We guarantee operational excellence and stable performance through integrated delivery processes built around GxP standard and best practices (ITIL, certifications, training etc.). As a result, you can keep pace with your business while ensuring secure surveillance and data protection.

Our approach to application outsourcing is acknowledged by our customers, with a satisfaction index of >4 (on 5-point scale) over the last couple of years.

CUSTOMER SATISFACTION – OUR METHOD TO TAKE THE APPLICATION OUTSOURCING TEMPERATURE

We have a customer satisfaction index of >4 (5 point scale) that demonstrates our value to our clients' businesses.

BASICS NEED TO BE IN PLACE

All transitions for application outsourcing have been 100% on time, budget and agreed quality. These outcomes are based on several transitions lasting from weeks to 6 months and from 1 to 32 applications at a time.

Our application support deliverables are stable and of high quality. Our track record demonstrates an average KPI fulfilment of applications between 97-99% over the last couple of years.

HARVEST THE VALUE OF APPLICATION OUTSOURCING

*Proven record:
20–30% cost reduction in the first year of application management out-sourcing;
Efficiency improvements in total cost of application support of up to 12% per year over a 5-year period. Based on real world cases from work with leading life science companies.*

SPEED AND AGILITY THROUGH SOFTWARE-AS-A-SERVICE

Cloud computing is changing the landscape of technology and business. NNIT has offered Software as a Service and cloud services for several years — starting well before Software as a Service became a widely used term in the market.

Our GxP cloud stores business-critical data and applications in an environment that is secure and always ready for regulatory inspection. It is located in the EU zone and is fully compliant with all EU legislation.

EXAMPLES OF SAAS SOLUTIONS

NNIT offers SaaS solutions across the pharmaceutical value chain, examples are:

- **Test Management for Life Science (TMLS)**, a market leading requirements and test management workflow service. Includes full validation and a 21 CFR Part 11 compliant eSignature. TMLS is built on HP Quality Center technology and can speed up testing by 30% while significantly decreasing time to market.
- **GlnAS powered by secure NNIT Cloud**, GlnAS gives life sciences companies one system to deposit all substance-related information and ensure customers fast implementation of ISO 11238 and includes technical and functional support.
- **Documentum D2**, is the advanced, configurable content-centric application client for Documentum, offering a highly intuitive user experience that can be personalized to accommodate individual preferences and working styles while assuring compliance with organizational policies and standards.

NNIT APPLICATION OUTSOURCING SERVICES

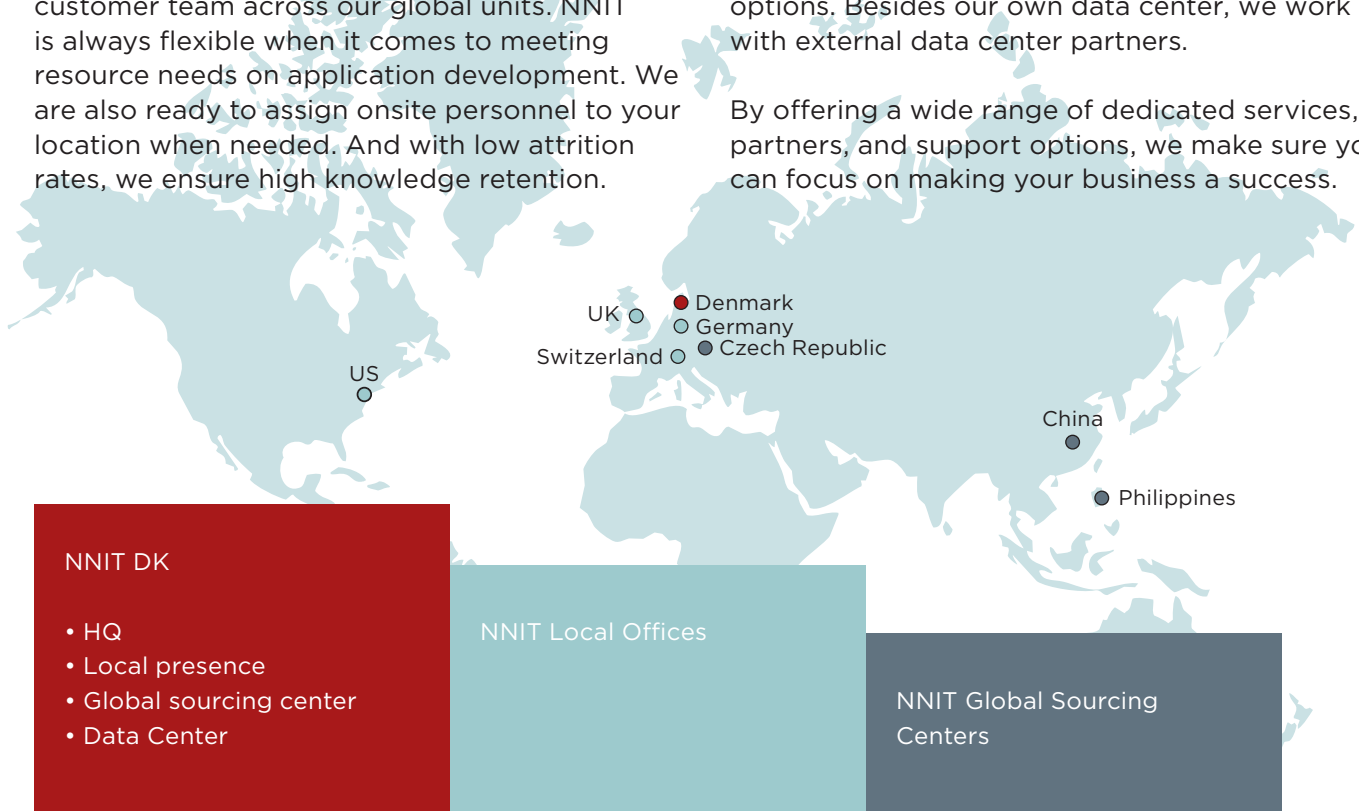
Our Global Delivery Model is based on our obsession to stay close to customers.

We don't just listen to customers. We embrace them as partners in achieving mutual success. We deploy a dedicated, skilled and experienced customer team across our global units. NNIT is always flexible when it comes to meeting resource needs on application development. We are also ready to assign onsite personnel to your location when needed. And with low attrition rates, we ensure high knowledge retention.

NNIT has affiliates around the world with offshore centers and local offices, so we can also offer the security and flexibility of working with local IT partners.

You can depend on 24/7 fast response support as well as on-shore, near-shore and offshore options. Besides our own data center, we work with external data center partners.

By offering a wide range of dedicated services, partners, and support options, we make sure you can focus on making your business a success.



Our global approach is always nearby.

NNIT OUTSOURCING IN THE LIFE SCIENCES

HELPING LIFE SCIENCE COMPANIES MEET BUSINESS CHALLENGES THROUGH OUTSOURCING

NNIT outsourcing services for applications and infrastructure help life science companies solve their biggest IT and compliance challenges.

We've been involved in the life science for over 20 years. Since then, our services have evolved to help clients ensure continuous technology renewal and GxP regulatory compliance while significantly improving cost efficiency, agility and scalability.

For leaders in the industry, outsourcing activities not core to their business is an attractive strategy. When NNIT does the heavy lifting, you can better focus on the issues critical to growth.

For more information, contact us at nnitcontact@nnit.com or go to nnit.com