

Standardizing & Unifying End-to-End Safety Operations: *Bristol Myers Squibb's Lessons Learned from Implementing LifeSphere Safety*

"We get *priceless intel* to tap into. Imagine how much easier it would be . . . if we had this kind of standardization across the whole industry as a best practice. *It's genius, really.*"

– Jennifer Manochio, Senior Director, Global Safety Systems, WorldWide Patient Safety at Bristol Myers Squibb

When Bristol Myers Squibb acquired Celgene in 2019, they faced a daunting data challenge. "The acquisition of Celgene was the impetus that caused us to move to a new safety database, as we integrated two large pharmaceutical companies and blended our two patient safety organizations," said Jennifer Manochio, Senior Director, Global Safety Systems WorldWide Patient Safety at Bristol Myers Squibb (BMS).

Instead of choosing one legacy system or the other, BMS decided to build something together as a newly unified team. ArisGlobal's multi-tenant out-of-the-box LifeSphere® Safety solution was key to BMS's success in integrating two pharmaceutical behemoths while also improving overall efficiency, automation and flexibility across the organization. Through this process, ArisGlobal's Organizational Readiness services also served as a vital unification component of the two companies' cultures and missions.

Challenges

- **Integration of patient safety databases**, without sacrificing efficiency
- **Standardizing operations following an acquisition** without losing momentum
- **Manual processes** that could not scale to growth goals

Major Results

- **Greater efficiency** through streamlined, end-to-end workflows
- **Scalable, automated workflows** to enable growth
- **Increased standardization** by leveraging Industry Standard Practices (ISPs)
- **Unification of the two companies' cultures and missions** supported by ArisGlobal's Organizational Readiness services
- **Improved efficiency and autonomy** provided by flexible, self-service reporting and analytics tools
- **Reduced processing times and manual efforts** due to increased automation and accuracy

Merging Missions & Data Through Greater Visibility into Case Management

LifeSphere MultiVigilance (LSMV)—the core of ArisGlobal's LifeSphere Safety platform—was key to BMS maintaining end-to-end case management efficiency and compliance. “With LSMV, the users love the ability to filter the case listing and the optical character recognition [OCR] really reduces our processing times,” said Manochio. “The bulk reporting and input of line listings really reduces the amount of manual effort involved.”

Beyond unified safety databases, ArisGlobal's LifeSphere and Reporting Analytics (LSRA) platform enabled BMS and Celgene to start their merger on truly level footing, providing equal visibility and accessibility to safety data through easy-to-configure reports and dashboards across an integrated, automated, and flexible tool. “The Industry Standard Practice [ISP] feature is my favorite,” added Manochio, “because it's like having your own personal benchmarking network available at your fingertips. We get priceless intel to tap into.”

“We love the reporting and analytics abilities of LifeSphere. We love the self-service model. We love the ability to create these ad hoc reports that return quickly and can be used internally,” said Manochio. “We love being able to self-schedule our reports and the overall autonomy enabled by LifeSphere.”

A “Genius” Solution to Complex Problems

When end-users at the newly merged Celgene and BMS were told of the multi-tenant solution approach, they were skeptical. “One heritage organization was used to highly customized solutions and the other was not,” said Manochio. “Both sides were concerned with data privacy and being able to maintain flexibility and control.”

The data concerns were easily overcome as users learned that sharing was restricted to workflows. The flexibility skeptics were quickly won over once they experienced the ease and configurability of the LifeSphere platform. “We wanted to make sure we were not sacrificing quality, compliance or our voice, but it was well worth it,” said Manochio. “The end-users had to adjust to not only a new system and a new process, but also a new way of thinking. But the benefits of doing everything the same way are well worth it. Imagine how much easier it would be responding to an inspector if we had this kind of standardization across the whole industry and had this style as a best practice. It's genius, really.”



About Bristol Myers Squibb

Bristol Myers Squibb (BMS) is a global biopharmaceutical company committed to discovering, developing, and delivering innovative medicines that help patients prevail over serious diseases. Headquartered in New York City, BMS is one of the world's largest pharmaceutical companies.



Want to find the best safety solution for your unique needs? Download our “Guide to Choosing a Pharmacovigilance Solution”

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This customer story is based on the “Out of the Box Implementation Discussion with Bristol Myers Squibb Fireside Chat” at Breakthrough 2022. Some quotes have been slightly edited for clarity. For the full story, [watch the video here](#).

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About LifeSphere

LifeSphere® is the trusted partner for global pharmaceutical and biotechnology companies, health authorities, and contract research organizations. Helping accelerate product development, organize clinical trials, manage compliance, and streamline collaboration across teams, LifeSphere empowers safer, faster life science breakthroughs. As the flagship platform of ArisGlobal, LifeSphere is a market-leading solution built on 40 years of industry partnership and continues to evolve in collaboration with hundreds of trusted customers worldwide. For more information visit lifesphere.arisglobal.com.

About ArisGlobal

ArisGlobal is led by passionate individuals who support life sciences leaders in developing and monitoring breakthrough medicines and therapies. With more than 35 years of expertise in the life sciences industry, ArisGlobal develops technology products within the platform LifeSphere to power pharmaceutical and biotech research and development. Building on our commitment to corporate social responsibility and sustainability initiatives, we give back to the communities where we live and work – in the U.S, Europe, India, Japan, and China. For more information visit <https://www.arisglobal.com/>.

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