



The Therapeutics Institute

Using a consultative and collaborative approach, inVentiv helps companies achieve goals by providing customized, flexible solutions, drawing from its broad range of services and the expertise of its industry-trained professional staff. For more than 275 industry-leading healthcare companies, inVentiv Health is the partner of choice.

The Problem:

TTI supports many Pharmaceutical and Biotech companies who sell patient medicines and therapies for Home Healthcare. To train patients and family members on how to administer therapy, a Health professional visits the patient in his home for instruction and if needed subsequent follow-up. The sooner the patient is visited in the home, the more likely a positive outcome from the therapy. To ensure this rapid response, TTI coordinates the daily scheduling of thousands of Home Health Professionals. Largely a phone call and e-mail process, the scheduling of these employees represented a costly and inefficient exercise for TTI.

The Solution:

Staffing Angel On-Demand™ created a solution that allowed the Client's salespeople access to enter new orders for patient therapy and the subsequent Home Health training request for staffing. This information is entered by Salesperson Territory (Prescriber, City, State, and Zip Code). Upon entry of this information, Staffing Angel creates and posts the availability of this "open" position to all qualified and available Home health staff within the region of the Home Health visit. Available staff can elect to receive text messages for every new position. Each staff member has profile on the site which allows for log-in and self-scheduling of open shifts.

The Result:

Staffing Angel On-Demand™ has given TTI not only a **OneClick** process for project management, but also a competitive advantage in the marketplace as a provider of high-quality, mobile patient care. TTI's Joy Morrell, Sr. Vice President and Managing Director explains:

"The Staffing Angel™ team has exceeded our expectations to customize a staffing and scheduling solution that fits our need for a flexible method to schedule and report the capabilities of our office and hospital and education teams." "Staffing Angel™ is a differentiator versus our competitors. It has provided a mechanism to fill assignments for our nurses within 72 hours."



inVentiv Resource Solutions (IRS)

inVentiv Resource Solutions is dedicated to leveraging internal centers of excellence and emerging technologies to create client solutions in the areas of human capital and human resources. Our rich portfolio of services allows us to provide our clients with state-of-the-art solutions in the areas of Temporary Personnel Staffing, Strategic Global Sourcing, Human Resource Solutions, and Social Networking Solutions.

The Problem:

To ensure a high level of customer service through the rapid placement and management of contract labor, IRS was often forced to turn to supplemental placement agencies to satisfy customer needs. The outsourcing of this labor significantly decreased IRS' profit margins and put an additional strain of FTE hours needed to manage each supplemental contractor and the subsequent billing process for every client.

The Solution:

Staffing Angel On-Demand™ created a solution that allowed IRS the ability to hire outside labor personnel into an in-house pool that could be automatically managed to satisfy respective customer needs for labor placement. Labor personnel such as Clerks, Secretaries, Data Management, and Consultants could now be rapidly placed with respective customers eliminating an inefficient process of multiple phone calls and e-mails. Once placed, each consultant enters worked hours into Staffing Angel™ reducing the time for payroll reconciliation and client billing.

The Result:

Staffing Angel™ allowed IRS to move from "Outsource" to "Insource" which dramatically increased profit margins and saved millions of dollars annually through a streamlined process. IRS' Mary Robinson, Senior Director of Operations explains:

It was the software's flexibility and the expertise of the HNS leadership team that made the decision to utilize Staffing Angel™." The biggest strengths of Staffing Angel™ as it relates to our requirements are:

- ***Flexibility from customer to customer.***
- ***Response time from HNS Software that is quick, personal and solution oriented.***
- ***Accurate and real time reporting capabilities.***