

Scaling Japanese ICSR Operations with 65 Bilingual Experts in 6 Months

Challenge

US-based global top 10 pharma company needed support to ingest cases for a recently launched product in their ICSR Intake tool followed by processing in the Global Safety Database.

Experienced, bilingual staff were required to perform book-in, data entry, prioritization, and labeling processes from domestic Japanese sources into ICSR Intake tool and Global Database.

To support this need, over 60 resources with English and Japanese language proficiency had to be onboarded within a 6-month timeframe.

Approach

Qinecsa deployed a dedicated screening, recruitment, and onboarding team based in Japan, supported by a senior program manager to oversee the team and provide real time status reports to internal and client leadership.

Due to the urgency of the staffing requirements, Qinecsa worked closely with our local HR team and local recruitment agencies to expedite hiring.

Outcome

65 experienced, bilingual resources in Japan were successfully onboarded within the required 6-month timeframe.

All cases were processed within TAT agreed with the client. Quality and regulatory compliance was maintained throughout the project.

The client was able to manage the significant rise in Japanese ICSR volumes and prevent back-log from occurring.
