

Remaining compliant in an ever-changing environment

How a global MedTech organization effectively navigates the complex regulatory landscape with targeted intelligence.

The Regulatory team within a global MedTech organization approached Infodesk to help them optimize their information management processes. The wide range of scientific and legal information sources that they needed to keep up-to-date with meant that it was becoming increasingly difficult to ensure vital information wasn't missed.



Objectives

- 1** Efficiently keep up-to-date with regulatory changes across the whole Medical Device landscape.
- 2** Drive better decision-making across the organization, resulting in a greater return on investment of their services.
- 3** Create a dynamic solution that can be adjusted and adapted as priorities and focuses change

Background

Team profile

The Regulatory team at a global MedTech organization, responsible for gathering, evaluating, organizing, managing and, collating a wide variety of scientific and legal documents.

Challenges

Staying up-to-date with industry changes was challenging due to the volume and diversity of information. This meant that the majority of time was spent looking for information, resulting in important insights being missed or not acted upon quickly enough.

The Infodesk intelligence activation workflow

AI-powered intelligence drives efficiency across the entire workflow

1- Monitor



Centralize all of the organization's information sources in a single, globally accessible platform, from premium industry-specific publications to open source feeds.

2- Curate



Utilize AI-driven technology alongside human expertise to ensure the most relevant insights are found and shared to those who need them most

3- Action



Provide a delivery method that suited the organization's culture and the requirements of 500+ end-user

The impact

1

Augmenting AI-driven technologies with human experience to deliver highly targeted insights to over 500 end-users twice a week.

2

Timely and relevant information is consistently delivered to those who need it most, empowering effective data-driven decisions. 90% of employees reported being extremely satisfied with the tool.

3

An infrastructure for future success - Now that the solution has been successfully implemented, the client is supported by an Account Management team that specializes in working with MedTech organizations. While the team is on hand to support ad-hoc client requests, they also run regular business reviews to assess the changing needs of the client and share the latest updates in to Infodesk's technology. This has enabled the client to easily adapt their topic areas as priorities shift.



"I used to work with Infodesk in a previous role at a large MedTech organization, and I knew one of the first things I needed to do in my new role was to look at how Infodesk could help us achieve our core objectives.

As expected, Infodesk exceeds expectations, obtaining over 90% satisfaction rating in our end-user survey. The icing on the cake for me was when our CEO approached me and said he knew about our work because he reads the newsletters that we send!"

90%

employee user satisfaction rate



About Infodesk

From intelligence to impact. Infodesk drives informed action. Infodesk gives you the clarity, confidence and proof to act, when action matters most. Infodesk is the SaaS solution that transforms intelligence into action. It helps teams identify what matters, embed insights into workflows and stay prepared for anything, with full traceability and design optimized for high-pressure environments.

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