

Case Study

pharmaceutical

AVEO Oncology

Pharmaceutical Company Improves Workflow and Accountability with TRAC

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Kelly Gooltz
Facility Planner
AVEO Oncology

ABOUT THE CUSTOMER

AVEO Oncology is a pharmaceutical company dedicated to discovering, developing and commercializing targeted therapies to impact the lives of patients living with cancer. Headquartered in Cambridge, MA, it employs more than 220 professionals and is rapidly growing under its unique, proprietary Human Response Platform™ that aims to translate cancer biology insights into next generation therapeutics.

CHALLENGE

AVEO Oncology was seeing rapid expansion and as a result, consolidating three smaller locations into one large location that could better service its growing company. Its current workflow surrounding facility-related work orders, shipping and receiving mail, and visitor management was problematic. It lacked formalized processes and procedures that could provide the accountability, tracking and management that the company needed. The company sought a solution that would not only give it the ability to better manage existing tasks, but also offer additional functionality as its needs increased in the future.

The company was currently using TRAC—a web-based software application—to manage only one component of its existing facilities workflow – Space and Move. The remaining workflow components of facility work orders, shipping and receiving mail and visitor management were being handled through very basic processes, like general email, Excel spreadsheets, phone calls and sticky notes. This proved to be inefficient, inconsistent, unsecure, difficult to track and resulted in a slow response time. The company also did not have the ability to provide the necessary information to auditors, or look at metrics in order to troubleshoot or improve its workflow.

CHALLENGE

- Need for onsite Managed Services
- Consolidating three locations to one
- Need for expandable and customizable offerings

SOLUTION

- Additional TRAC web-based software modules
- Mail Management Module
- Visitor Management Module
- Service Request Management Module

RESULTS

- Improved facility service request flows
- Enhanced onsite and logical security for visitors
- More efficient mail operations reduced lost packages

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“We needed a solution that was quick, customizable, very user-friendly and could give us easy access to important information,” said AVEO Oncology Facility Planner, Kelly Goltz. “In addition, we needed a managed services provider that was local and easy to work with in terms of support.”

SOLUTION

Ricoh's Managed Services team approached AVEO Oncology to demonstrate its service offerings as a local managed services provider. During these discussions, Ricoh took a look at the company's current facility workflow issues along with the challenges of building the new facility and walked through the additional modules that TRAC offered to show how implementing them could benefit the company. These demos included TRAC modules for:

- Mail Management
- Visitor Management
- Service Request for Facilities
- Copy Management
- Asset Management

AVEO Oncology immediately recognized a need for these types of additional TRAC offerings and brought Ricoh on as its managed services provider.

“It was wonderful the way we could morph these modules together to create a more comprehensive solution,” said Goltz. “Even if we didn't need them all at this time, knowing that they were there if and when we did made a huge difference.” Once the company realized how easy it was to add onto its current TRAC Space and Move modules with other TRAC modules, it began working with Ricoh to implement the Mail, Visitor and Service modules right away.

Although TRAC is a software-based application, it can be easily customized to fit an organization's needs. “We needed our system to be web-based, so it could be accessed from multiple locations remotely by multiple users,” said Goltz. Ricoh set up a customized URL for end-users at AVEO Oncology to access TRAC from internal desktops or remotely – even via mobile devices. A pilot program was then launched to test and verify that everything was working properly. In this pilot, AVEO Oncology used key user groups to test the Service Request module, gathering suggestions, comments and questions from the users to make necessary adjustments to the customizable software.

Once the pilot program was completed, Ricoh conducted a rollout with an open house that included tutorials of the TRAC software modules along with other services Ricoh would be providing. Employees had a chance to try out the new software and ask specific questions pertaining to their implementation of it. “We sent out an email prior to the open house that introduced the new system and allowed our employees to try it out,” said Goltz. “When they came to the open house, questions were specific, organized and direct, which provided a much more seamless transition into the new system.”

Looking to the future, AVEO Oncology plans to implement the TRAC Copy Management and Asset Management modules when those centers are added to their new single-site facility. With these modules, employees will be able to use TRAC to submit and track copy/print requests to the company's copy center. Administrators will be able to monitor estimates and chargebacks, as well as generate reports on print volumes and overall performance. The Asset Management module will allow the company to monitor and manage its printer/MFP fleet, including meter reads and reports, and equipment utilization analyses.

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RESULTS

AVEO Oncology employees have had very positive responses to use of the new TRAC solution since the rollout. They have felt the additional TRAC modules are very user-friendly and look forward to the implementation of future modules.

Mail

The company noticed immediate improvement in its mail workflow once Ricoh came on board and took charge of shipping and receiving. Prior to Ricoh, the company had no metrics and no idea what was coming in or going out — or when. With the TRAC Mail module in place, there has been a significant shift in accountability and responsibility in the chain of command. “Users can easily pull up a package and see when it was sent out, when it was delivered and who signed for it,” said Gooltz. “We now have the data we need to properly monitor our shipping and receiving, which has basically eliminated lost packages and in-house disputes regarding the status of a received package.”

Service Request

Since service requests for facilities are now centralized, the company has also noticed a significant improvement in the communication surrounding the initial request, response, and time to completion. Users can submit work orders/tickets for any and all facilities requests. As notes are added in response to the request, users receive an email to update them on the status. This allows them to not only see the status of requests in real-time, but to know exactly who to follow up with. “These automated status alerts have greatly improved company communications and reduced employee frustration,” said Gooltz.

Visitor

Since on-site audits and inspections are common, TRAC has provided a much-needed layer of security for AVEO Oncology, which is important given the confidentiality of its products. End-users can now log expected visitors into the system, note where they will go to receive their visitor ID badge and who will be escorting the visitor, and book conference rooms. This has increased not only physical security, but logical security as well.

TRAC’s reporting features have also helped improve operational transparency and accountability. The company can see trends, project status and service-level performance to make better decisions about personnel, hardware and more. They now have easy access to the records they need for auditors along with important metrics to inform future decisions.

This is especially important with the building of the new facility. “TRAC has been able to help us make decisions regarding facility planning for the new single facility site currently in development.” said Gooltz. “For example, departments that regularly receive a high number of visitors may impact the size and number of conference rooms that departments will have near them in the new facility.”

“The TRAC solutions provided by Ricoh have given us everything we need thus far along with the ability to expand in the future,” said Gooltz. “It is essentially a ‘virtual staff’ member for our facilities planning and management and a great tool for organizations that may not have the onsite staff and support typically seen in larger enterprises.”