

Experienced Professionals at ISG Solutions Facilitate Smooth iMIS Implementation at the National Pharmaceutical Council



Organization:

National Pharmaceutical Council

Membership:

More than 20 member companies

Objective:

To enhance member relations, the NPC needed a more powerful database. Plus, it sought a technology partner with the experience to perform a smooth data conversion and to provide continuous support for *iMIS*.

Solution:

Based on a previous positive experience with ISG Solutions, Kathryn Gleason of the NPC turned to *iMIS* and ISG again for their proven performance and guaranteed service.

Results:

- ISG Solutions followed a comprehensive software implementation process, first learning extensively about NPC's needs and then mapping out the data conversion.
- ISG Solutions trained NPC staff to ensure a successful transition and encourage ownership.
- ISG Solutions' consultants distinguished themselves during implementation and on service calls for going out of their way to create systems that work and empowering the staff at NPC to troubleshoot their own issues.

Since 1953, the National Pharmaceutical Council (NPC) has played an influential role in the pharmaceutical industry by providing educational resources to a variety of health care stakeholders, including patients, clinicians, payers and policy makers. The NPC supports its more than 20 member companies, which represent most of the nation's major research-based pharmaceutical firms, through research and education that highlights the value of pharmaceuticals.



The NPC relies on its database as the foundation for member relationship management. The organization needs detailed histories of all interaction with its members in order to serve and respond to them on a personalized basis. Several years ago, the organization was struggling with an outdated database system. The NPC initially tried to design a new database on its own, but found it challenging to create a system robust enough to handle its needs.

ISG Solutions Brings Proven Experience with *iMIS* Data Conversions

Kathryn Gleason, Manager of Membership Services at the NPC, had previously worked with ISG Solutions and *iMIS* software at the Academy of Managed Care Pharmacy (AMCP). At the AMCP, she called on ISG Solutions to implement *iMIS* after considering several technology partners. At that time, Gleason chose ISG Solutions primarily for the firm's guarantee of on-time, on-budget service, delivered at a price that fit within the organization's budget.

ISG Solutions, led by Senior Consultant Glen Oakley, followed through by facilitating a smooth data conversion from an Excel file into *iMIS* at AMCP. "Glen Oakley walked us through the whole process as he implemented our database and it was seamless. He was fantastic," Gleason said. "And most importantly, ISG



Solutions delivered on its service guarantee, so overall it was a great experience.”

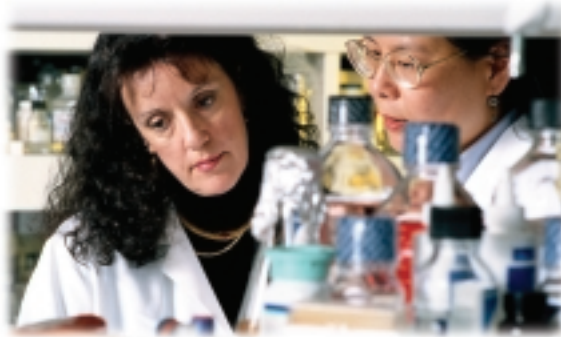
“The conversion involved not only importing the data, but also changing its structure,” Oakley explained. “We brought together data from multiple sources, separating and combining fields, and searching for and replacing codes in the database. Throughout the implementation, we worked closely with AMCP staff, whose professionalism made the process go more smoothly.”

ISG Solutions a ‘Sure Thing’ for NPC’s *iMIS* Implementation

At the NPC, Gleason once again selected the combination of *iMIS* and ISG Solutions – based on their proven performance. “We realized we weren’t making progress in designing a new database on our own,” Gleason said. “I said, ‘wait, I know a sure thing.’ ISG Solutions had demonstrated their professionalism and expertise once before, so I felt confident in partnering with them again.”

At the NPC, the *iMIS* implementation involved data conversion from a custom Access database into *iMIS* via Excel spreadsheets. Theresa Sabaté, an ISG Solutions consultant, assisted in converting NPC’s data, preserving details on members and a number of committees. Following ISG Solutions’ own comprehensive process for successfully implementing software systems, she began by learning about NPC’s database needs and mapping out the project.

“ISG Solutions did a lot of planning and asked a lot of questions about what exactly we wanted to put in



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— Kathryn Gleason
*Manager of Membership Services,
National Pharmaceutical Council*

and get out of the database,” Gleason explained. “They focused on what types of reports we wanted to pull from the data, not just in providing a place for the data.”

After implementation, ISG Solutions provided hands-on *iMIS* training for six NPC staff members. According to Gleason, the training significantly enhanced the staff’s willingness to accept and ability to begin using the new *iMIS* system. ISG Solutions’ consultants also responded rapidly whenever the NPC needed support in the days following go-live.

People Make the Difference at ISG Solutions

Today, the *iMIS* system works well for the NPC, which currently uses the Membership, AR/Cash, Dues, Events, and Service Central modules. Though a self-sufficient organization, the NPC occasionally calls on ISG Solutions to help

it maximize its system. Gleason appreciates that the same familiar consultants – who understand NPC’s system thoroughly – are the ones who continuously address her needs. When she calls the help desk, ISG Solutions’ representatives make sure that she not only resolves her issue but also learns how to troubleshoot that same issue again in the future. That type of service has left an impression on Gleason.

“The people at ISG Solutions are absolutely spectacular,” Gleason said. “They understand associations and treat their clients with warmth. They follow through in what they promise, and in today’s services industry, that’s exceptionally important.”



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