

HEXAWARE

Life Sciences Case Study: Cross-Department Insights with CDAaaS

A single source of truth for faster, smarter collaboration
across teams

Case study



Client

| Client

- Challenge
- Solution
- Benefits
- Summary

A Global Life Sciences Innovator

Our client, a leader in the life sciences industry, operates across functions ranging from clinical operations and supply chain to finance and manufacturing. Each department relied on data daily, but everyone had their own version of the truth. And that was a problem.



Challenge

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Misaligned Life Sciences Data Management, Misaligned Decisions

Our client, a global life sciences leader, faced a critical business problem where fragmented data from disparate systems—including forecasting systems, supply chain apps, Clinical Trial Management Systems (CTMS), and Electronic Data Capture (EDC)—prevented the generation of accurate, real-time insights, leading to poor strategic and operational decision-making, increased costs, and missed opportunities. This led to:

- Repeated alignment meetings to reconcile mismatched reports.
- Inefficient training and onboarding for cross-functional teams.
- Leaders unsure whether to trust the data they were seeing.

When data silos in life sciences take over, collaboration stalls. And without trust in numbers, decision-making grinds to a halt.



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A Centralized Data Repository with CDAAaS

To address the challenges posed by disparate data sources, Hexaware implemented a centralized data repository, powered by CDAAaS (Clinical Data Automation as a Solution). It leveraged cloud-based technologies and a strong data governance framework to create a “single source of truth,” breaking down departmental silos and enabling real-time, data-driven decision-making across the organization.

The solution components and implementation included:

Unified Data Platform:

- **Consolidated data:** The central repository, built as a modern data lakehouse or cloud data warehouse, consolidated data from disparate sources, including forecasting, supply chain, CTMS, and EDC systems.
- **Real-time integration:** Integration middleware and APIs enabled seamless, automated data exchange between legacy systems and the new centralized platform. Automated ETL (extract, transform, and load) pipelines continuously ingested and standardized data from all sources.

- **Data standardization:** Data mapping and master data management (MDM) tools ensured data formats and terminologies were consistent across all departments, from clinical trial data (e.g., using CDISC standards) to supply chain metrics.

Robust Data Governance Framework:

- **Clear ownership:** A data governance body was established with clearly defined roles for data owners and stewards to ensure accountability for data quality, security, and usage.
- **Data quality management:** The framework enforced strict data quality standards, including validation, cleansing, and monitoring procedures to ensure data accuracy, consistency, and completeness.
- **Metadata management:** A comprehensive data catalog documented the lineage of all data assets, allowing users to track how data flowed through different systems and building transparency and trust.

Enhanced Security and Compliance:

- **Centralized security:** The repository had centralized security management with robust access controls, authentication, and data encryption to protect sensitive information from unauthorized access.

- **Regulatory compliance:** This centralized approach simplified compliance with regulations such as HIPAA and GDPR by providing a clear, auditable trail of all data activities.

Advanced Analytics and AI Capabilities:

- **Predictive insights:** With high-quality, consolidated data, the client was able to leverage AI/ML tools to run predictive analytics. This delivered more accurate demand forecasting, identified potential supply chain disruptions, and optimized clinical trial designs.
- **Cross-functional analytics:** The platform facilitated analytics that combined data from different domains. For instance, connecting real-world evidence with clinical trial and supply chain data improved pharmacovigilance and patient safety monitoring.

The result? Over 400 business users across functions—from operations to finance—were finally aligned, working off the same playbook.

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Collaboration at Scale

The transformation delivered both quantitative and cultural impact:

30%
fewer alignment meetings, as standardized definitions replaced endless debates.

25%
more report and dashboard usage in the first 90 days, reflecting adoption and trust.

33%
greater collaboration across functions, fueling more meaningful strategic discussions.

35%
higher business user retention, with teams continuing to rely on the platform quarter after quarter.

Hexaware didn't just centralize data; it unlocked collaboration and built a culture where decisions were powered by facts, not assumptions.



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The Power of a Single Source

Our client replaced siloed, mistrusted reporting with Hexaware’s CDAAA-powered centralized repository. The unified platform standardized data, improved adoption, and reduced wasted time on alignment. With 400+ users relying on one trusted source of truth, this global life sciences leader gained faster decisions, stronger collaboration, and greater confidence in their data.



Trust faster. Collaborate smarter.
Decide with confidence.

Partner with Hexaware to turn siloed data into a single source of truth—powered by CDAAA S. Reach out to us at marketing@hexaware.com.

About Hexaware

Hexaware is a global technology and business process services company. Every day, Hexawarians wake up with a singular purpose: to create smiles through great people and technology. With this purpose gaining momentum, we are well on our way to realizing our vision of being the most loved digital transformation partner in the world. We also seek to protect the planet and build a better tomorrow for our customers, employees, partners, investors, and the communities in which we operate.

With offices across the world, we empower enterprises to realize digital transformation at scale and speed by partnering with them to build, transform, run, and optimize their technology and business processes.

Learn more about Hexaware at <https://www.hexaware.com>.

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