Implementation of technology solutions requires more than the SDLC process. Existing business processes and requirements need to be identified and reflected in the solution to maintain operational excellence. The change needs to be managed effectively with the voices of your stakeholders and their active participation throughout the transition. Your team needs to be trained using adult learning principles with individual and business requirements driving the training and transition, not just the application functionality. All enhancements and upgrades need to be effectively communicated to your teams so they don't skip a beat as customer-facing end-users. Typically you would work with separate solution providers to manage the processes which may include:

- Business Process/Requirements Gathering
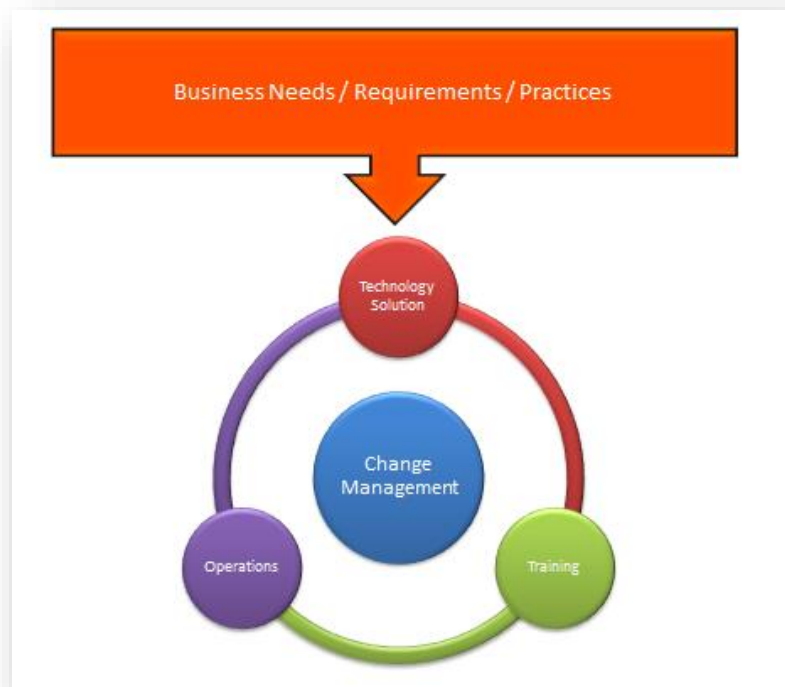- Change Management
- Training
- Continuous Improvment

But not anymore….

At T2Ops, we've seen the impact of a silo approach to implementing technology solutions. There's lots of redundancy in communicating business needs, gaps of information from vendor to vendor, and inconsistency in understanding the needs, value and benefits. Lots of waste, lots of money.

We have a new approach, a streamlined and integrated approach, to implementing technology solutions. This allows us to be with you every step of the way -- from identifying business needs to developing a change management program throughout the entire implementation initiative, to training, to operationalizing the solution for future hires, system updates and enhancements. Less waste and redundancy, more consistency and operational excellence.

How do we do it all? Our company operates by integration, not separation. We are a team of individuals who have backgrounds in technology transformation, adult learning, change management and business operations with the following profile:

- Over 35 years of experience in pharma, particularly in commercial operations, across all therapeutic areas on a national and global scale
- Change management and training team with over 25 years experience in developing and delivering solutions for pharmaceutical companies throughout the globe
- Six Sigma, ITIL and Kaizen project managers with focus on continuous improvement across functional areas
- Diversity is not just something we focus on when working outside of the U.S., it's who we are. Our cultural and language diversity is a testament to diversity that exists in all functional areas in all countries. This allows us to work effectively across functional teams minimizing cultural and language barriers allowing knowledge and information to flow seamlessly.

Our team knows each one of these roles begins with an understanding of business needs, business requirements, business practices and key performance indicators. We know that those needs must be consistently adhered to, and continuously identified, throughout the entire implementation process. We also know you have no time for redundancy – *we* manage the information you provide to us so our team is responsible for making sure it is effectively communicated within our organizations throughout the lifecyle of the solution.

Our technology solutions have included end-to-end implementation of:

- The entire Veeva suite of solutions including Multichannel CRM and Veeva Vault
- Business Intelligence Tools
- Expense Management Software
- Tablets and iPads
- LMS
- Full Microsoft Suite
- Latest applications for web-conferencing

At T2Ops, technology, training and operations are ONE cohesive solution with your business needs, requirements and practices as our solutions framework and effective change management integrated into each step of our solutions.