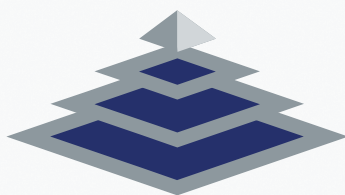




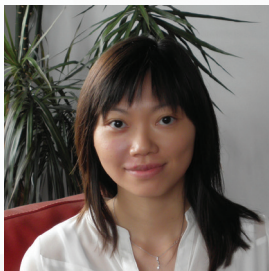
## Pharmaceutical & Life Science Services



**DORSET SOFTWARE**

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# Contact Us



Our work has assisted many pharmaceutical and life science organisations to meet and exceed their goals.

A member of our account management team is waiting to take your call, offering experience-led consultation on how to deliver success for modern scientific and pharmaceutical organisations.

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# About Dorset Software



Dorset Software specialises in creating custom IT systems, helping pharmaceutical companies achieve compliance, enhance transparency and build collaboration. Our list of clients includes Eli Lilly & Co, Mayne Pharma and Actavis.

**Besides the creation of bespoke systems, Dorset Software also offers software development consultancy to a string of successful clients, across the sector.**

It has also delivered round-the-clock infrastructure support for processes as diverse as automated manufacturing and clinical care pathways - delivered by knowledgeable, pro-active staff boasting decades of experience in the field.

With a 100% track record of delivering projects on time and to an agreed budget, its solutions always meet - and often exceed - client expectations.

Dorset Software's tried-and-tested development methodology has underpinned 25 years at the heart of modern pharmaceutical and life science organisations.

# Pharmaceutical & Life Science Services

## Intelligent production

**Dorset Software has expertise in the development of automated manufacturing systems, for use within tightly regulated environments. Its systems currently empower pharmaceutical companies, providing security, accountability and consistency throughout the production process.**

Its manufacturing record control solutions are capable of guiding products from research to release. Complex government legislative requirements are accommodated during development.

Dorset Software systems routinely feature extensive auditing functionality, heavily customised in order to integrate with either pre-existing IT systems or internal business processes. Such functionality improves levels of visibility across an organisation and promotes good practice.

Its batch manufacturing solutions have been proven to increase transparency throughout the production process. Organisations have additionally streamlined workflow processes, through an integrated approach to design.

The transferral of many paper-based processes to the digital sphere has resulted in more efficient workflow processes, enterprise-wide.





# Manufacturing



*"Bespoke software systems can increase transparency and accountability throughout a corporate body."*

**Simone,  
Project Manager**

## Boosting collaboration

**Solutions implemented by Dorset Software have allowed employees in the pharmaceutical sector to work swiftly and efficiently, in collaboration. Its systems allow organisations to submit, share and approve material crucial to all aspects of production.**

Qualified personnel are able to approve key information such as artwork, user documentation and product labelling at any time, from any location. This has revolutionised processes that would once have required extensive sign-off procedures or the arrangement of a string of face-to-face meetings.

The speed with which documentation can be approved has naturally increased as a result of Dorset Software's work. Extensive management reporting features - routinely included - highlight urgent issues at the click of a mouse. Greater visibility over potential areas of improvement is made available as a result.

Complex workflows can be implemented via the development of custom software modules, typically delivered via the Microsoft SharePoint platform. Migration to digital systems also allows processes to benefit from enhanced security, with customized levels of access applied based upon any specified criteria.

# Pharmaceutical & Life Science Services



## Joined-up healthcare

**Dorset Software has experience in the integration of essential systems, allowing Clinical Commissioning Groups and healthcare practitioners enhanced visibility over trends in patient care. Its work has enabled the streamlined collation of information from multiple clinical applications, across a selection of healthcare data standards.**

Once obtained, this data can to be interrogated via a variety of methods. Through the development of bespoke software modules, highly specialised reports can be generated on behalf of clients such as regional health authorities and GP surgeries.

Dorset Software's work has therefore assisted in the delivery of intelligent patient care, allowing institutions to create more efficient treatment pathways, capable of reacting to regional fluctuations in clinical success.

Its developers continue to assist medical staff in the delivery of vital front line services, helping to ensure that critical decisions are taken with the most relevant information to hand.



# Analysis

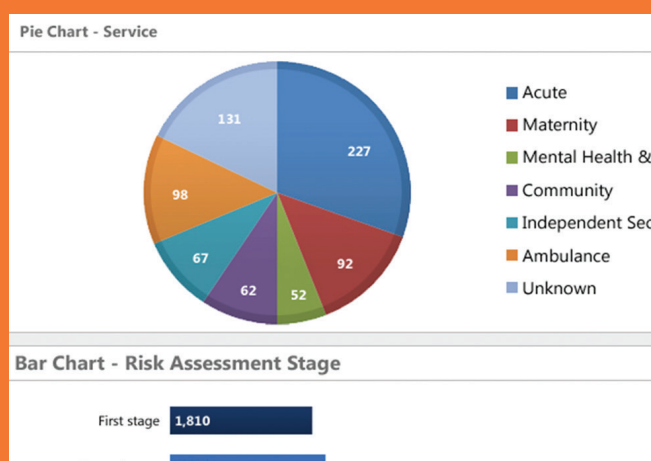
## Long term strategy

**In response to National Institute for Health and Care Excellence guidelines on the treatment of chronic illness, Dorset Software has been commissioned to develop systems capable of managing patients' entire care pathways.**

Taking into account an array of additional patient attributes, for example ethnicity, age and state of previous health, such solutions formulate structured care plans tailored for the individual. Systems preventing the further deterioration of chronic diseases cut any costs associated with repeated treatment.

Extensive knowledge of the stages through which such patients progress allows health providers to anticipate and refine courses of treatment; improving overall standards of care.

High visibility is also provided over the long-term performance of individual service providers. This is achieved through extensive reporting options that anonymise patient data, in line with legislation. Issues requiring the attention of management staff are hence quickly identified and resolved.



*Dorset Software is able to assist in the integration of existing healthcare systems, providing additional reporting capability.*



*Software systems give healthcare professionals additional visibility over services in need of improvement.*

# Pharmaceutical & Life Science Services

## Improving delivery

**Dorset Software has developed systems capable of improving treatment standards throughout large healthcare delivery institutions. Allowing medical staff to submit feedback on their own performance anonymously, such systems provide management with invaluable feedback that could not be obtained through face-to-face dialogue.**

Through the aggregation of this data, trends in the delivery of patient care are easily analysed, even across large bodies of staff. Armed with this knowledge, providers can introduce measures to improve care in specific areas, where necessary.

A holistic picture of professional standards soon starts to emerge. Healthcare providers can then embark on a continuous cycle of training, assessment and improvement, delivering on stringent performance targets and ultimately excelling far beyond them.

Furthermore, the above data can undergo thorough study on a local, regional or national level, allowing high-level treatment trends to be identified and evaluated. Success stories can then be replicated throughout regions experiencing similar performance challenges.

*“Dorset Software provides management users with invaluable feedback that could not be obtained through face-to-face dialogue.”*



# Front Line Services



## Assisting diagnosis

Dorset Software has developed systems to assist in the treatment of incoming A&E patients. Designed for use by emergency response personnel, they administer a sequence of tests covering patients' current conditions. Upon completion, a selection of responses are recommended, in order that patients receive the best possible care.



## Boosting critical response

Dorset Software has also produced emergency response systems, capable of providing individuals lacking full medical training with the information necessary to deliver triage services, both in person and over the telephone. Such systems allow qualified staff to concentrate fully on patient care and for incoming patients to be assessed more swiftly.



## Broadening knowledge

Through leverage of collaboration platforms such as Microsoft SharePoint, Dorset Software is able to construct extensive knowledge base systems. Such systems are capable of informing decision-making processes across many specialist areas of healthcare.

# Case Study



## The challenge

**Rotherham Doncaster and South Humber NHS Foundation Trust in the United Kingdom provides a range of mental health, learning disability, substance misuse, and community healthcare services across Rotherham, Doncaster, north-east Lincolnshire, and Manchester.**

With a large geographical area of northern England to cover, the trust wanted to offer its patients the opportunity to receive mental health counselling in the privacy and comfort of their own homes or work places. It envisaged up to 10,000 patients using browsers anytime, anywhere to book online appointments with a nominated counsellor, then choosing communications channels including instant messaging, and audio and videoconferencing.

*"Our e-clinics project with Microsoft Lync Server 2010 is helping our trust lead the way in meeting a nationwide objective set by the government."*

**Niall Finn, Information Systems Development Manager, RDaSH**

## The benefits

Rotherham Doncaster and South Humber NHS Foundation Trust is piloting the first NHS-built adult mental health counselling service in the U.K. using Lync Server 2010 unified communications. The service supports the NHS constitution's patient right to choose, giving them the option of having therapy in their own homes or workplaces rather

## The solution

**The trust chose Microsoft Lync Server 2010 to interface with its website and e-clinics system, having seen a demonstration of the technology. This showed the trust that Lync Server 2010 could operate successfully with any browser and also on mobile devices.**

Simone Grant-Jones, Project Manager, Dorset Software, says: "We've designed the solution so that patients can access the e-clinics service from any browser, whether using Windows or other operating systems. Lync Server 2010 is highly secure and the customisation work we've done makes the platform easy to use for both counsellors and patients."

than having to travel to a clinic. The trust is already experiencing interest from patients for the new service and hopes to share its innovative solution with other organisations.

The Microsoft unified communications technology customised by Dorset Software fulfils a core objective of the NHS - patient-centric care.



# Some Of Our Clients



*"We are more than happy with the service and support we have received from Dorset Software."*

***Tom Fothergill, Director of Finance, NHS Resolution***



*"Dorset Software is a great business partner. The quality of their work is excellent and product delivery is timely. You really feel like they are here to make your life easier."*

***Fabian Staechelin, Partnerships Manager, eBay***



*"Dorset Software was very conscious of the need to ensure that we got what we wanted. They weren't just thinking of the 'now'."*

***Kevin Hayter, IT Project Manager, London Borough of Wandsworth***



*"Dorset Software provides excellent infrastructure support to some of our clients across the retail sector. We'd have no hesitation in recommending their services to other business partners."*

***John McMeeking, UK Managing Director, Psion UK Ltd***



*"Even after 10 years we have chosen to carry on using Dorset Software as and when we need temporary development resources, and will continue to do so."*

***Chris Clements, Director, RM Education***

# Get In Touch

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