

# Merck Sharp & Dohme (MSD)

---

---

## CASE STUDY

Authorised by:

Rob Sharman, Director of MSD Healthcare Solutions

---

# ABOUT MERCK SHARP & DOHME

MSD's Healthcare Solutions Division sells solutions to the UK NHS primary care sector to provide solutions and data insights to health practitioners across the UK. The applications have been produced by Healthcare Solutions over many years and encapsulate decades of expertise in Healthcare practices and outcomes.

## REQUIREMENTS

Following a review of the MSD Healthcare Solutions organisation, plans and skills, MSD decided that it needed to engage external consultants to advise them across different aspects of the business, including:

- Organisation structure
- Programme / project advice
- Roadmap for development of the next iteration of NHS solutions
- Review of staffing approach and skill sets for future development
- Migration of infrastructure to a new technology base, including use of cloud technology

After a rigorous selection process, zсах were engaged to work alongside the MSD management team to carry out the above work.

## THE ZSAH SOLUTION

zсах deployed a senior team to carry out an initial top level review of MSD Healthcare Solutions and plans, leading to an action plan covering all aspects of MSD's operation, plans and how it supports its NHS customer base. Following the initial scoping work, zсах deployed a full time interim Programme Director to work alongside MSD's own management team to improve project delivery and build a detailed migration plan for the development of the next generation of MSD solutions for the primary care NHS sector.

In addition, zсах provided technology resources to advise MSD's technical team on the use of new technologies; and further resources were provided, as required, to supplement the MSD team as they started to develop the new applications. All of zсах's work and the overall relationship with MSD was carefully managed at Director level

---

within zsah, giving additional advise on the future direction of Information technology, including how it could be deployed to deliver increased benefits to MSD and its clients.

## BENEFITS

MSD Healthcare Solutions has benefitted greatly from their relationship with zsah and have made significant progress in migrating across the organisation. Specific benefits include development of a new suite of Healthcare applications, using modern programming methods and technology; migration of the infrastructure to a new, Cloud based, platform; and detailed plans to deliver significant benefits to clients through sophisticated data mining and analysis tools.

*“The partnership with zsah has hugely accelerated our progress on a business critical programme to modernise and revise the solutions and services we offer to the NHS, to the benefit of both MSD and our clients. We rely on zsah for their deep technical knowledge and understanding of Information Technology, from systems development through to infrastructure delivery and support services”*

**Rob Sharman, Director of MSD Healthcare Solutions**