

Customer Case Study

RTI Health Solutions

Research firm leverages Deltek for greater control and efficiency

RTI Health Solutions (RTI-HS), a business unit of RTI International, provides biopharmaceutical companies research and consulting services. RTI-HS realized that managing data in multiple systems that were not designed to meet its specific project-based needs was slowing down processes and impacting project deliverables. Company leadership wanted one integrated system that would give greater control over data, speed up the proposal process and provide access to real-time project information. RTI-HS turned to Deltek, a project-based ERP tool specifically designed for professional services firms, for a user-friendly solution that could be customized to match its business processes and make it easier to manage its business in one place.



Company: RTI Health Solutions

Industry: Research and consulting services for global biopharmaceutical and medical device companies

Services: Health economics, patient-centered outcomes research, market access, epidemiology, and clinical research services • **Employees: 280**

www.rtihs.org

RTI Health Solutions

Challenges

- With disparate systems for different areas of the business, RTI-HS wanted an integrated solution that could provide key information to help run its business more successfully.
- It was difficult to work in a financial system that forced RTI-HS to follow processes that didn't fit its business and slowed down productivity.
- RTI-HS wanted to simplify proposals by removing barriers, increasing visibility and keeping everyone on track.
- RTI-HS needed a solution that was flexible and customizable, but still maintained controls needed for frequent audits.

Solution

- RTI Health Solutions began its search for an ERP that met the needs of its business unit including:
 - » Fully integrated
 - » Customizable
 - » Secure
 - » Cost effective
- RTI-HS evaluated a number of solutions, but Deltek's ability to support its specific needs surpassed the competition.
- With Deltek, RTI-HS can integrate the entire business in one place for greater visibility, more control and a better understanding of its needs.
- Interactive dashboards, workflows, and customizations help match Deltek's solutions with RTI-HS's proven processes for success.

Benefits

- RTI Health Solutions now has all employees working in a single, user-friendly system.
- Using Deltek's dashboards, the operations team has easy access to data and stays on track with deadlines.
- With automated workflows, alerts, approvals and more, RTI-HS can better oversee critical proposals, and manage a higher proposal volume.
- RTI-HS's forecasting of project costs is more robust and detailed. Project financial analysts have real-time data to make adjustments and keep projects on track.
- RTI-HS now manages more than 5,600 research publications in a custom info center that publishes directly to its external web site – a critical aspect of its business.

“It was critical for us to have information all in one system so we know what's going on, our client knows what's going on, and we can better manage our projects from start to finish. We gladly chose to invest in a project-based ERP.”

Eric Weesner, Associate Director, Business Systems Support