



S3 Comply

strategy / software / staffing

Client Testimonials

Client A

Global Pharmaceutical Company – Personal comments from Senior Director HCP Transparency, R&D

“Meeting the highest standards in the industry with Expertise, Flexibility, and Responsiveness”

I have been working with S3, formerly EFF Consulting, for over 10 years. They provide me with highly skilled and motivated resources to ensure HCP transparency data is collected, analyzed, and reported accurately, completely, and in a timely manner. S3 also shares valuable advice and information on transparency reporting and/or disclosure requirements in the US under the Sunshine Act and State regulations, in Europe under EFPIA rules, and in the rest of the World. The S3 team offers significant flexibility and is very cost effective compared to other large consulting firms. The quality of the service offered by S3, as well as their responsiveness to ever-changing situations, meets the highest standards in the industry

Client B

“Alpha” Partner on HCP HUB Build Shares Insights on Key Success Factors

We understand the challenges and stakes our clients face – but we know we must also fully understand how well the S3 Comply team is doing in terms of helping our clients tackle those challenges. And the best way to do this? We ask!

*We recently sat down with one of our favorite people: **Jenna Socaciu**, Director, Transparency Reporting at **Ashfield** (part of UDG Healthcare plc) to seek her insights about our partnership. In 2018, Ashfield (with Jenna as our main contact) served as our HCP HUB “alpha” partner, and because of this close collaboration, Jenna’s insights were – and continue to be – particularly valuable in helping us augment our HCP HUB capabilities and to better understand the benefits our team brings to the table that have the most positive impact on our clients.*

S3 COMPLY TEAM: What stands out the most from your earliest interactions with our team?

JENNA: S3 Comply played a big role in a smooth transition for me when I joined Ashfield in 2016. Because S3 Comply had been handling much of the work that I was hired to support, your team had a lot of knowledge at your fingertips – and you shared that with me freely and truly helped me get up to speed quickly.

Those early interactions laid the groundwork for what has been an open, collaborative partnership – and with every challenge and compliance cycle we successfully navigate – we continue to build on it!

S3 COMPLY TEAM: How did your role as our “alpha” partner on the HCP HUB build enhance Ashfield’s user experience with the system?

JENNA: I definitely feel like we helped tailor the system to our unique needs. Your team undertook a pretty comprehensive process flow during the planning to document our “happy path” through our processes in the new system – and expanded the process flow to capture all of the exception conditions that would make the tool even more useful to us. You even coordinated all of the efforts, from parallel processing in the old and new system to the actual cutover – to best suit our fluctuating workload schedule.

The process was a big undertaking, but the S3 Comply team’s open communication, willingness to listen and respond to our feedback, and your incredible client focus made the project a satisfying experience. And the end result was definitely worth the effort! I can say with confidence that HCP HUB eliminates countless hours (and headaches) from my plate, and it fits my work flow like a glove.

S3 COMPLY TEAM: What are the most valuable benefits of the new HCP HUB?

JENNA: The rules in the new system are much clearer and cleaner, and HCP HUB has smoother functions and is highly user-friendly. The system automatically flags items that we need to investigate, saving tons of manual effort.

But the biggest benefit to me is peace of mind. As a CSO, my work will always be highly scrutinized because the stakes are very high. It’s my top priority to ensure Ashfield is providing compliant, transparent, and accurate data – and the HCP HUB and the support of the S3 Comply team allow me to more easily and more confidently deliver the quality of work my clients demand.

S3 COMPLY TEAM: What do you like best about working with the S3 Comply team?

JENNA: Excellent communication definitely tops the list! There’s a constant flow of 2-way dialogue; the S3 Comply team quickly provides any information we need, and you’ve always been 100% receptive to any feedback we’ve shared. As an example, we were amazed that you granted not only our “need to have” items in the new HCP HUB system, but also our “nice to have” suggestions. I can’t imagine that many partners in this space would be willing to be that flexible with their offerings.

Which leads me to another favorite aspect of working with S3 Comply: the client focus. I know we’re not the biggest of S3 Comply’s clients, but we *always* receive top-tier service. I’ve never felt put on the back burner, and the team’s level of responsiveness is much appreciated – especially when both Ashfield and our own clients are facing tight timelines.

S3 COMPLY TEAM: What advice would you give for someone looking for an aggregate spend compliance reporting partner?

JENNA: From my reporting experience, I would definitely suggest finding a partner or system with a strong HCP data connection. And as mentioned, I find a high level of value in a system that can flag issues based on unique rules – and I can’t imagine ever not having that ability after using HCP HUB.

And perhaps most importantly, I would encourage partner-seekers to insist on great customer service. Between last-minute data flowing in and aggressive deadlines, you need a partner who understands the urgency. The S3 Comply team has helped us through many tricky time crunches, and while the big craziness is limited to certain parts of the year, it's critical to know that we'll be able to get the support we need – when and where we need it.

A big thank you to Jenna and the Ashfield team for their partnership over the years – including their incredible insights on the HCP HUB build and user experience! Your feedback has definitely helped us better understand the benefits our clients find the most valuable – AND keeps our eyes open to ways we can do even more to solve challenges and meet unique needs.

A Collaborative Approach Transforms a Data Reporting Challenge into a Win Worth Celebrating

In these unprecedented times, it's more important than ever to treat our biggest challenges as opportunities in disguise. On the S3 Comply team, we're no stranger to this approach; most of our client relationships start with seemingly insurmountable challenges, from the avalanche of disparate data to the weight of aggressive deadlines. By working through these challenges, we not only make the immediate burdens disappear, but also strengthen our ever-growing client partnerships.

In light of the challenges we're ALL currently facing from the pandemic (in work and in life), our team has found much value in reflecting on the times we turned our biggest challenges into wins for our clients – because those successes frequently offer learnings that can be applied to our *current* challenges.

So, we got to thinking about some of our biggest wins from the recent past, and we'd like to share one of our favorites...

The Situation: A Retirement, a Vacant Position, and a Giant Backlog of Reporting Work

One of our largest clients was starting to flag issues with the transparency reporting of one of *their* vendors. For many years, the vendor's Finance Analyst had provided solid reporting to our client, but when she retired – the vendor didn't fill her role, because the Finance Director assumed he could take over her responsibilities.

Our team provided the needed training, but the Finance Director struggled with finding the time to do the work, as well as with the vendor's internal system challenges, which were creating hurdles in the process.

After several extensions and missed due dates, it was clear the Finance Director needed help to save the vendor's much-valued relationship with our client.

The Approach: Short-Term Fixes and Long-Term Solutions

"We decided to fly out to meet the vendor's team in person, and they were happy to have us onsite," said Bill LaTorre, Client Manager. "It was clear there were a lot of issues contributing to the situation, and fortunately, our team is adept at moving to the back of the 'movie theater' to see where each team member is coming from. We survey everything happening – and listen to every point of view – so that we can come up with solutions that work."

The first step, of course, was tackling the six-month backlog of reporting. S3 Comply's proprietary software tool, HCPHUB®, was used to quickly ingest the required data and prepare the transparency reporting.

"The in-person meeting also included a collaborative discussion to identify long-term fixes," said Greg Warrington, Senior Data Analyst/Onboarding and Team Lead. "From the CFO to the members of the clinical team, everyone was very open, and we enjoyed the opportunity to facilitate the process, and to see the team members learn from each other – and from us – and to come up with a series of lasting solutions."

To start, the S3 Comply team helped the vendor understand the client's specific reporting requirements, including the precise level of detail needed.

"As an example, the vendor wasn't fully aware of all of the data items that are considered reportable," said Greg. "So, the education component was critical to make sure everyone at the table knew the target we needed to hit."

Because the vendor's budget and systems were limited, the team came up with several practical solutions.

"Using HCPHUB, we created a workaround for the gaps in their systems by mapping an efficient template for collecting the needed data," said Greg. "The vendor also hired a new Finance Analyst, and we provided early training – as well as coaching along the way to help her gain confidence in the process."

And the vendor's transparency reporting has been successful ever since!

"While we were happy to help eliminate the bottleneck of data, the biggest impact definitely came from the pragmatic, cost-efficient solutions that are ensuring the flow of critical reporting data is up-to-date and up-to-quality," said Bill. "It was a win for the vendor, who had really been struggling, a win for the S3 Comply team, and a win for our client – exactly the outcome we always want!"

What Wins are You Celebrating?

We hope you'll join us in taking the time to reflect on YOUR biggest wins, because they can offer plenty of learnings for current and future challenges.

Celebrating our past successes also reminds us of a very important fact: ***we've got this!*** Our days may be filled with new challenges right now due to the pandemic, but by working together, we can tackle anything that comes our way.

So, keep celebrating those wins! In the meantime, we're here, we've got this, and we're ready to help you achieve your next win.

How a BIG Pandemic Challenge Offered a Unique Opportunity to Spotlight S3 Comply Values in Action

2020 has offered an unparalleled look at what companies, teams, and individuals can truly do together in the face of challenges. At S3 Comply, we've been amazed to see how our employees, as well as the team members of our clients, have come together to tackle new challenges with creativity, agility, and collaboration.

We're big believers in looking back on how we navigate specific challenges, so that we can apply any learnings to future hurdles that may come our way. Here's one of our favorite examples from the past six months – which reminded us that the core commitments we care about in “normal” times are more important than ever through an incredibly tough situation...

The Challenge

Flash back to Friday, March 20, 2020 – the day our team (and so many others) began to transition to virtual working following the directive of the PA Governor. We worked together to ensure all needed files were transitioned to a secure server, and we packed up hard copy files from our offices. We set up weekly project meetings to stay in close contact with each other, so that we could immediately address any client issues and needs.

During one of those spring meetings, we experienced a “Houston, we have a problem” moment. An Event Management Company that supported one of our client's largest Contract Research Organization (CRO) vendor had gone dark! We quickly learned that many of the Event Management Company team members had been furloughed, and the office was closed due to the pandemic.

This presented a huge issue because this Event Management Company had previously organized and ran two very large events for the CRO on behalf of our pharma client – with over a million dollars of potentially reportable spend.

How We Solved the Puzzle

As with any other challenge we've ever faced, we relied on who we are as a team – and our core commitments – to start clearing roadblocks and piecing together the puzzle. (Although in this particular instance, it was all hands-on deck!)

It's All about Relationships... “Even though the Event Management Company was a tertiary client for us, we had a good relationship with the CIO, and because of this, we were able to connect with him right away,” said Sandy Kinsey, Chief Executive Officer. “He was truly committed to doing the right thing. And because he knew our team was supporting his company, he really went the extra mile for us – making special trips into the office to fish data out of their records.”

With Problem-solving, Tenacity Matters... “This project was a bit like putting together a puzzle without knowing what the full picture looks like,” said Lehar Pandya, HCP Data Analyst. “First, we gathered primary data: meeting attendee information; back up invoices to hotels, 3rd party transit companies, and AV providers; credit card charges; and reimbursement information.

“Then, using that data and the support of the S3 Comply proprietary software (HCP HUB), we constructed a picture of the expenditures associated with each Healthcare Professional (HCP) and others who attended the event.”

This meticulous process allowed the S3 Comply team to attribute costs by date, including meals, accommodation, parking & incidentals, airfare, etc. – a picture made more complex by the fact that the meetings took place over a period of multiple days and the attendee numbers were high.

“It’s a good thing we love puzzles, because this one was a doozy!” said Sandy. “But thanks to the teamwork and tenacity of everyone involved, we were able to piece together all the data for a picture that was as complete as possible – one that fully met the reporting requirements.”

“When we wrapped up this project, there was a big, virtual ‘high-five,’” said Lehar. “The CRO was appreciative that in these trying times, the combined efforts across teams helped them meet their contractual obligations to an important client. And, of course, this work also ensured that our Global Pharma client was able to minimize risk and report accurate aggregate spend data.”

The Path Forward

“As with many companies and teams around the world, the unique challenges we’ve faced in 2020 have brought our values to life in unique ways that will be remembered long after a return to normalcy,” said Sandy.

Until then, we on the S3 Comply team plan to keep doing what we love to support our clients. Building relationships. Solving puzzles. Jumping over hurdles with grit and tenacity. We might be doing those things in new ways through the challenges we’re all facing together, but our core commitments remain unchanged.

To all of our clients and partners...thank you for your collaboration through these unforgettable times!