



Instem for Life



Accelerating Drug & Chemical Development Worldwide

Instem, delivering a lifetime of technology value.
We stay focused on maximizing your investment returns by
streamlining your product development processes in ways
that are proven, integrated and measurable.



Instem — helping to advance drug & chemical development processes world-wide

Instem is a world-leading information solutions provider for the Life Sciences — accelerating drug and chemical development by increasing productivity and enhancing processes that lead to safer products.

Our solutions are comprehensive, they are technology-enabled, and they are business-driven. Solutions that encompass the collection, secure storage and dissemination of mission-critical information.

Established in 1969, Instem operates around the globe. We serve the spectrum, from small establishments to multinational corporations. Working in partnership with you, our joint goal is to enhance your processes and create a competitive advantage while furthering your mission.

Challenges in a Growing Global Market — knowing how & when to react is critical

The life sciences industry is undergoing a quiet revolution. Companies' face soaring costs, squeezed margins and mounting regulatory pressures to produce safer products in a high profile and sensitive business environment. For the drug industry, they face growing competitive pressure from generic drug manufacturers and the industry at large is not seeing an adequate supply of solutions coming to market to address their needs.

The industry is seeking new ways of maximizing returns from technology investments, new ways to streamline the development process.

Industry is also looking for IT solution providers to help them address the growing number of isolated areas of automation that undermine efforts in becoming a collaborative business-driven, technology-enabled organization.



The quiet revolution — proud to be working at the front-line

Instem is proud to be working at the front line, collaborating with its customers during this revolution-in-the-making. In the areas of outsourcing, organizational changes, new market entry, regulatory bodies and new scientific techniques – to name just a few, Instem's leadership is evident and active.

A Clear Response:

Instem is working closely with Contract Research Organizations and other research laboratories providing fully integrated solutions that streamlines their processes and increases the quality of study data while enabling seamless coordination between study partners and sponsors.

Instem is additionally introducing technologies in India, China, Japan and other emerging markets to assist organizations in lowering development costs and realizing new revenue streams.

Well versed in managing organizational change, Instem works closely with organizations that are involved in merger and acquisition activities to ensure IT standardization and global best practices.

Instem offers leading solutions and works closely with regulatory authorities and industry consortiums around the globe to further their missions of increasing product safety while introducing breakthroughs more rapidly to improve today's way of life.

Instem solutions are comprehensive and support new scientific techniques through the use of technology to increase both the quality and quantity of lead compounds while reducing the cost and time of product development.



The power of partnership — your single voice

Offering a Growing portfolio of value-added solutions

- Integration
- Optimized information exchange
- Maximized Return on investment

In common with many senior managers in life sciences companies, we are convinced that IT supplier fragmentation is creating a significant barrier. A barrier to realizing the true benefit of widespread standardization and data integration - something we fervently believe will remove significant costs from product development.

That is why we are always reviewing and introducing solutions peripheral to our core offerings, to find ways of providing solutions that can demonstrate added value and a special relevance to our user community while minimizing our client's cost of ownership.

Instem strives to streamline vendor relationships and simplify lines of communication through a single point of contact.

Instem's leadership position provides opportunities for acquisitions and the securing of key value-added partnerships to help drive technology costs downward while increasing innovation and IT effectiveness.



Inspired leadership, built on innovation

Our leadership position within the sector is built on a solid history of inspired, focused innovation.

This has been made possible by the dedication of our staff, a team of highly respected professionals with deep experience in providing ground breaking software solutions to the life sciences. They are the reason that we have become such a significant voice in the Industry. Their levels of dedication and expertise translate directly into a faster return on investment for our customers.

Since the 1970s, we have continued to invest heavily to create the most progressive, capable and comprehensive solutions on the market. They are acknowledged as leading technologies and have played a key role in accelerating industry standardization. Just part of our contribution to the ongoing mission for safer pharmaceuticals, agro-chemicals and related products.



Ensuring your success — live & unlimited Help Desk support

We were one of the first software companies to achieve the international quality standard ISO9001 and we have maintained this leadership position with early accreditation in ISO9001:2000. Close global links with the industry's regulators keep our solutions at the forefront of regulatory compliance. Instem has taken a leading role in ensuring compliance with the FDA's regulations covering electronic records and signatures (21 CFR Part 11). Today, our systems are used to submit dossiers to European, North American and Japanese regulatory bodies.

We have led the industry in our levels of investment in R&D and in our development and deployment methodology. That is why customers can benefit from our on-time delivery for new releases; something almost unique in the IT sector.

And the drive for continuous innovation doesn't stop. At Instem we really do thrive at the cutting edge.

We are technology fanatics, but when it comes to our global Help Desks nothing can replace a responsive live person on the other end. No matter how large or small, any Instem customer has access to unlimited live global support to ensure their ongoing operational effectiveness and success.

We do though utilize proprietary technology to ensure that our global team is fully integrated and leveraging information to respond quickly to our user's needs.

Our help desk staff is not just a typical customer service department; these are seasoned experts from the field who are well versed in our solutions. They interact with product managers and our software development team every day and are representing our customers to ensure their needs are met in a timely fashion.



Professional Services — positive, practical ways of making technology work for you

It used to be said there are two ways of doing anything — the easy way or the hard way. Instem is passionate about easing the way, helping its customers reduce much of the stress associated with solution development in the life sciences. After all, at the operational level, the software solutions we provide are designed to relieve the pressure and overcome the challenge of managing information. Do explore our product literature to learn how our solutions could ease the burden for you.

What is unique to Instem, though, is its model of Professional Services; a wealth of offerings, tailored to meet your specific needs and governed by a rigorous methodology. We call it the Instem Project Method (IPM), an unambiguous means of creating, managing and delivering projects.

Central to the IPM is our proven Rapid Deployment Method, a consistent framework that ensures the optimum mix of services for each project.

Our consultants think 'from your side of the desk', contributing a broad range of services from practical, hands-on assistance to thought leadership. They are well versed in all aspects of configuring and delivering solutions in both GLP and non-GLP environments. Everything from migration to implementation, from project management to validation.

- Validation
- Migration
- Education & Training
- Installation
- Solution Development
- Modifications
- Advanced Certification/Instem University
- Consultancy
- Thought Leadership



Solution Development — partnering with Instem to improve your critical business processes

Organizations are embracing new processes and innovative working practices to enable them to compete effectively in such a turbulent market. Instem is here to work in partnership with you to develop the tailored solutions necessary to meet your specific working practices.

Our Solution Development Service is a value-added enhancement service that offers the best of all worlds. This approach ensures the greatest return on your Instem investment through cost effective development, documentation and, above all, on-going maintenance and support.

Enriched solutions that are fully integrated within our standard solutions and supported by our live, global Help Desk.

“I value being part of the largest and fastest growing user community of its kind in the world.

Among other things, it means I am engaged, hands-on, evaluating and contributing to new solutions during development.”

....., Managing Director of



The power of Community – shared experience to achieve

In the IT environment, 'partnership' is such an overused expression yet such an underused concept. At Instem, however, partnership is central to everything we do. Working closely with our customers over the years, we have built up a fund of knowledge and experience that we all share. Remember, when you become a customer, you join a strong, supportive community. The largest and fastest growing user community of its kind in the world.

For Instem, after the sale is where it really counts, investing in your future. Our Customer Involvement Program (CIP) is unique in the industry. This interactive process allows users not only to hear, but also proactively influence our solution plans through Instem online Forums, the annual Instem International Conference, Regulatory Webinars, user groups, Preview Day workshops and more.

Offering the highest levels of community support is an important after-the-sale mission for us, and something we take quite seriously.

Our customers are involved with our projects every step of the way and they too are standing proud with us as partners.

We have taken customer involvement to a new level

- Proactive User Group
- Instem Online Forum
- Annual Instem International Conference
- Regulatory Webinars
- Special Interest Groups
- Industry Networking

... and more



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