



Professional services for the life sciences

Your Specialty Partner for R&D, Clinical and Quality IT

Kalleid, Inc. is a boutique laboratory IT consulting firm that has served the scientific community since 2014. Most of our team of experienced, senior professionals have advanced scientific degrees, and we work across the value chain in R&D, clinical and quality areas to deliver support services for software implementations in highly complex, multi-site organizations.

Kalleid's experienced professionals have the right mix of both hard and soft skills to effectively support your organization in maximizing the business value of your IT projects and ultimately turning your data into business intelligence. We have built an extensive network of collaborative partnerships that allow us to staff projects worldwide with high quality professionals to get the job done right for our clients.



From start-ups to global pharmaceutical companies, we tailor our services to meet your needs.

■ Subject Matter Expertise

Most of our staff have advanced scientific degrees and over 20 years' consulting experience. From discovery through commercialization, we match our resource expertise with the needs of your project.

■ Flexibility

We provide support in a variety of ways, from one-time assessments to retainer arrangements. Often acting as a supplement to in-house resources, we work with your team to provide support when you need it.

■ Local Delivery

We offer local, on-site service delivery in the US and Shanghai.

■ Integration

Unlike many larger consulting firms, Kalleid provides a personalized approach tailored to your needs. We make it a priority to integrate with your culture and deliver in compliance with your internal process, SDLC, and governance structure.

“The Kalleid team acts as an extension of our own internal resources. They take a human-centered approach to project execution and have successfully led us through several major global technology implementations by leading workstreams involving change management, training and SOP development. They also played a major role in managing user acceptance testing.” – GLOBAL PHARMACEUTICAL COMPANY (Top ten), Head of Chemistry and Biology Capabilities

Consulting Services:

At Kalleid, we pride ourselves in supporting the success of your IT projects and overall organizational transformation efforts with a wide range of interconnected services. We understand that people are at the center of any successful business transformation effort and implementing effective change management strategies for scientific applications is the core of our integrated approach to IT projects. Our human-centered approach to software implementation also extends out to several other important services designed to support our clients.



Business Analysis

Almost without exception, the first step in any highly successful IT project is a thorough workflow and business analysis (BA). Kalleid business analysts (BAs) work to harmonize the people and technology aspects of IT projects, while serving as a communication bridge between IT, business stakeholders, users, and management. Whether your project is already underway or just beginning, whether you are purchasing commercial-off-the-shelf (COTS) software or building custom code, whether your project is expected to last years or just a week, Kalleid business analysts have the experience and tools to architect an evidence-based approach that will set your transformation project on the path to success.

- Business case and assessments
- Document user stories and system requirements
- Current and future state process maps
- Technology assessments and selection
- User requirement specifications/design documentation
- RFI/RFQ support

Project Management

A successful business transformation project is delivered on time and within budget, meets or exceeds all requirements, provides business value (both in terms of market-facing and operating efficiency gains), and achieves the desired user adoption rates. Lack of an experienced and effective project manager (PM) can result in the transformation initiative failing to satisfy one or more of these metrics.

Kalleid project managers have the right mix of technical know-how, domain knowledge and soft skills to effectively manage your project over its full lifecycle. We carefully match each of our team members according to the experience and knowledge needs of your project. From project planning to go-live, our skilled PMs will identify and apply the most effective methodology for successful delivery.

- Manage project lifecycle and plan using variety of methods (Agile, Waterfall, Hybrid)
- Risk assessments (Compliance, Technical, etc.)

Testing & Validation

Testing and validation activities are important when configuring a new system or making changes (upgrades, patches, extensions, etc.) to a system already in use. Kalleid validation professionals utilize their expertise in IT risk identification and regulatory compliance to design and conduct testing and validation activities based on domain best practices, applicable regulations and guidance (GAMP®5), and the unique characteristics of your system. We have the ability to leverage a network of world-renown data structure experts with the specific knowledge to identify and execute a risk-based approach to testing and securing data integrity in any application.

- GxP Validation & testing
- Test case and validation script generation & execution (IQ/OQ/ PQ life cycle support)
- Test summary reporting
- Validation documentation
- QA on interim software releases/customizations
- Vendor performance

Documentation & Training

A critical part of any good change management strategy is employee training support and documentation services to ensure the timely success of your project. High quality training and documentation are essential for high adoption rates of new processes and systems. Kalleid has a team of skilled and experienced technical and content writers, editors, and instructional designers who can help you develop the content and training materials you need to support your products, processes, software, users and overall business transformation efforts.

- User manuals
- Online help
- Reference guides
- FAQs
- Knowledge bases
- Job aids
- SOPs & work instructions
- Equipment manuals
- Technical designs and specifications
- Infrastructure qualifications
- Content re-use analysis and planning
- Marketing content
- Curriculum design
- eLearning course development
- Software simulations
- Training delivery

Change Management

Today's scientific organizations are experiencing significant disruptive change as they work to develop the computing infrastructure necessary to manage, store, analyze and interpret massive quantities of highly complex data. At Kalleid, we understand that people are at the center of any successful business transformation and implementing effective change management strategies is the core of our integrated approach to IT projects. Kalleid change management professionals partner with our clients to support business transformation utilizing customized and appropriately paced tools to support stakeholders on their journey to change adoption.

- Change impact assessment
- Stakeholder analysis
- Change management plan
- Management of change network/advocates
- Strategic communications and communication plans
- Change readiness scorecards and metrics

Sales & Marketing Enablement

Empowering your sales and marketing teams with targeted, effective content is one of the most powerful things you can do to bring more qualified leads into your sales pipeline, convert more leads into customers, and ultimately drive more revenue for your business. Kalleid professionals have extensive experience developing relevant, customer-focused content to assist sales and marketing efforts. From thought-leadership blogs to technical white papers, our professionals can deliver what you need, when you need it.

- Audit, assess and organize sales and marketing content
- Content repurposing and reformatting
- Sales and marketing content production (e.g., blogs, case studies, white papers, ad copy, ebooks, brochures, sales guides, sales aids, sales training materials, product sheets, campaign emails, etc.)
- Content plans

“Kalleid recently worked with our product team to produce a library of customer-facing marketing collateral, including data sheets and key elements of a sales guide. They trained our product experts on how to produce product overview sheets and then worked with them to produce the final copy. The quality was excellent and the content has been well received.” – JILL CORRIGAN *Senior Director of Product Management (Healthcare Data Analysis company)*

About Kalleid:

Kalleid professionals understand that people are at the center of any successful business transformation, and we pride ourselves on delivering value to our customers through our integrated approach to IT projects. Our team members are seasoned professionals offering insights backed by 10+ years of experience who understand both the technologies being implemented and how to work with people and scientists. Please visit kalleid.com to learn more.