

# Training, Testing, and OCM Support for an Internally Built Application for a Global Biopharmaceutical Company

## PROJECT OVERVIEW

A global biopharmaceutical company was experiencing a number of operational challenges around the management of their laboratory assets. To address this problem, they decided to develop an internally built application that would provide a centralized repository to enhance tracking and management efficiency of their lab assets.

The customer decided on a modular design for the application, beginning with the development of a purchase approval module that would streamline lab purchases, accelerate approvals through lab equipment stakeholders, and ensure a timely and financially compliant delivery of lab assets. Additional modules were planned that addressed other areas of functionality needed in the application.



Given Kalleid's ability to provide a wide range of interconnected services, along with our track record of success in supporting similar software implementations for other pharmaceutical companies, the customer chose Kalleid to lead the Change Management, User Training, and UAT testing workstreams for this project.

## BUSINESS CASE

The client was experiencing a number of challenges around management of their laboratory assets:

- Scientists spent time and resources searching for existing equipment, hindering a shared equipment strategy.
- Lab asset procurement lacked standardized approval workflows, resulting in capex funds being directed toward potentially unneeded purchases, making financial compliance difficult to achieve.
- Lab Operations were unable to establish an effective strategy around asset maintenance.

This intention for this project was to enable significant cost savings in purchasing and maintenance activities, enforce financial controls, reduce unnecessary Capex outlays, and align the lab operations, facilities, EHS, finance, and R&D teams around a single source of truth.

In order to capitalize on these potential business benefits, the customer required a partner who could deliver compressed-timeline Organizational Change Management (OCM), targeted training, communications, regression and functional test scripts, and UAT facilitation to drive rapid user adoption across global R&D sites, and ensure the application remained stable and user-centric across all releases.

## SERVICES PROVIDED

Kalleid supported this initiative through end-to-end change management, training, communications, and rigorous testing.

- Conducted rapid stakeholder analysis to identify key user groups (Laboratory Operations, Facilities, Finance, R&D Technology) and assess potential workflow impacts. Recruited change champions to support peer-to-peer adoption and feedback.
- Created and executed a focused communication plan with targeted email campaigns, Microsoft Teams/Viva Engage announcements, SharePoint news posts, and awareness sessions.
- Created a SharePoint communication site for the application with news, job aids, training materials, FAQs, and support contacts relating to the new purchase approval module.
- Developed project branding (logo and visual identity) aligned with client guidelines.



- Produced role-based Quick Reference Guides to ensure users were proficient and confident in using the new modules.
- Provided ongoing progress reporting and participated in daily scrums and planning sessions.
- Built and refined a reusable core Regression Test Script covering critical permissions and data flows to ensure new modules did not break functionality in the rest of the application.
- Developed detailed functional test scripts with clear scenario documentation for upcoming releases.
- Facilitated User Acceptance Testing (UAT) for end-users and SMEs, delivering tester training and guidance to achieve successful acceptance.
- Created and deployed OCM content for new modules, including a high-level application Overview/Elevator Pitch and updated communications/training materials.
- Produced additional technical and user-facing documentation as required by the project team.

## RESULTS DELIVERED

Kalleid enabled a seamless purchase approval module launch and additional module releases throughout the project. Key outcomes included:

- Successful on-time delivery of all milestones, including stakeholder engagement plans, communication campaigns, branded SharePoint hub, and role-specific Quick Reference Guides that equipped users for go-live.
- Establishment of a reusable regression testing framework and comprehensive new-module test scripts that protected core functionality and accelerated UAT cycles.
- High user readiness and adoption through proactive, multi-channel communications and targeted training, minimizing disruption to laboratory operations.
- Continued OCM momentum via application Overview content and module-specific communications, ensuring sustained engagement and education across global teams.

By combining strategic change management, clear communications, practical training assets, and rigorous testing, Kalleid helped the customer realize the full value of the new application – driving financial compliance, operational efficiency, cross-functional collaboration, and standardization in lab asset management – while positioning the application for ongoing scalability and user confidence. Ultimately, Kalleid's support on this project was instrumental in transforming laboratory asset oversight into a strategic advantage for the organization.



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