



Microsoft Windows XP Tablet PC Edition Customer Solution

Pharmaceutical Company Streamlines Processes with Mobile, Versatile Tablet PC



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Merck, a global leader in pharmaceutical research and manufacturing, faces the challenge of conducting clinical trials rapidly in order to create the next generation of pharmaceuticals. To meet this challenge, Merck deployed Tablet PCs running Microsoft® Windows® XP Tablet PC Edition. Now users are enjoying the benefits of a versatile, mobile, and powerful solution that lets them work how they want and wherever they need to. With employees saving time and working more efficiently, Merck is predicting a solid return on investment within the first year.

Situation

Merck & Co., Inc. is a leading, research-driven pharmaceutical products and services company. Merck's business purpose is to preserve and improve human life by providing innovative solutions that improve quality of life and satisfy customer needs. Committed to the highest standards of ethics and integrity, Merck is dedicated to providing the highest level of scientific excellence and delivering valuable, high-quality products and services to its customers.

Clinical trials are an integral function of any pharmaceutical company. By conducting these trials, a company can ascertain the impact of new drugs and procedures. Results can prove to be life saving. The Clinical Development group within Merck is dedicated to providing the process, infrastructure, and platform for conducting clinical trials.

Merck wanted to streamline this process with a cost-effective, all-in-one solution that would combine the benefits of laptop computers and PDAs, providing all clinical trial participants with a more efficient and natural way to interact with data.

Solution

To meet these challenges, Merck deployed Acer Travel Mate 100 Tablet PCs to executives, clinicians, and doctors as well as other employees. Many of these employees typically worked with both laptops and PDAs; however, because the Tablet PC consolidates the benefits of those two devices into one portable device, employees no longer need to carry multiple tools. The Tablet PC runs Microsoft® Windows® XP Tablet PC Edition, providing the power of the Windows XP Professional operating system with no sacrifices for mobility. Thus equipped, employees can move through their day in new and innovative ways because of the versatility and portability of the Tablet PC.

Solution Overview

Customer Profile

Merck & Co., Inc. is a leading research-driven pharmaceutical products and services company. Merck discovers, develops, manufactures and markets a broad range of innovative products to improve human and animal health, directly and through its joint ventures.

Business Situation

Merck was looking for a cost-effective solution that would consolidate the benefits of laptops and PDAs into one device, and streamline the clinical-trial data collection process.

Solution

The company deployed Tablet PCs to employees at various Merck locations.

Benefits

- Enables a versatile, flexible, natural way to interact with a PC
- Streamlines processes and increases productivity
- Improves patient contact
- Anticipated return on investment within the first year.

Software and Services

Microsoft® Windows® XP
Tablet PC Edition
Microsoft Office XP
Microsoft Consulting Services
Microsoft Visual Studio® .NET

Hardware

Acer Travel Mate 100



Microsoft®

In addition, Merck used Microsoft Visual Studio® .NET to develop a pilot application for doctors and clinicians to use during the clinical trial process, one that takes advantage of all features of the Tablet PC. This pilot application facilitates and streamlines the method of collecting patient data.

Benefits

With the Tablet PC, Merck employees have choices in how they interact with their computer, allowing them to work in ways that feel natural and match their skill strengths. Clinicians have a truly portable solution that they can carry with them as they make their rounds seeing patients. These benefits result in a more productive workforce, more streamlined clinical trial processes, improved collaboration, and potential cost savings for Merck.

“The Tablet PC allows us to collect information efficiently and effectively, walking wherever we may be walking within the halls of Merck,” explains Bill Keane, Vice President of Clinical Development, U.S. Human Health Division at Merck. “The Tablet PC is one of the more innovative tools that we will have available to us into the future.”

Provides Flexible, Versatile, Natural Ways to Work

The Tablet PC offers several methods of inputting data: keyboard, digital ink, and speech recognition. These methods mean that employees have a variety of ways to work with the Tablet PC without any sacrifices. For instance, using speech recognition, employees can dictate notes directly to the Tablet PC, saving the notes and making them available in a digital format. Others prefer the natural writing capabilities provided by the digital ink, while still others are more comfortable typing their notes using the keyboard. Whichever method they use, employees at Merck finally have a tool that capitalizes on individual strengths and works for them and with them.

Maximizes Productivity

With the Office XP Pack for Tablet PC, Merck’s Tablet PC users can take full advantage of the digital ink capabilities within the programs they are so familiar with. Now documents and presentations can be digitally annotated without the limitations of a mouse and keyboard. In addition, Tablet PC users can quickly handwrite and send e-mail messages through the Microsoft Outlook® messaging and collaboration client.

Improves Collaboration

The Tablet PC is helping Merck employees to collaborate more efficiently. A recent senior executive meeting that had been scheduled for five hours instead lasted only an hour and a half. This significant time savings was a direct result of being able to use the Tablet PC in a peer-to-peer networking session that took advantage of the whiteboard technology in the Microsoft NetMeeting® conferencing utility, a component of the Windows XP operating system.

Explains Jim Karkanias, Executive Director of Operations in the U.S. Human Health Division of Merck, “We put together an ad hoc network. Here we were—all executives, not IT people—but we didn’t really need to know what we were doing. It just worked. We started NetMeeting and one person hosted while the rest of us joined, and pretty soon we had a whiteboard going on our Tablets that allowed us all to author the document at the same time and share ideas. It accelerated the flow of the meeting that was otherwise stalled.

“It was exhilarating to see the Tablet PC unlock the potential that was in the room.”

Jim Karkanias
Executive Director, Operations
CDP, U.S. Human Health Division
Merck & Co.

“It was exhilarating to see the Tablet PC unlock the potential that was in the room. It was there already; the ideas were there already. The Tablet PC simply allowed us to share and collaborate in such an exciting way. My peers who were participating in that meeting were even more surprised than I was.”

When employees can interact with each other more efficiently, everyone benefits. Because employees have so many options available with the Tablet PC, they can work in a manner that suits them and so become more productive. Merck estimates that enabling a more natural interaction with a computer and eliminating unnecessary devices will create a substantial savings.

Improves One-on-One Communication

Before Tablet PCs, it was a struggle for doctors and clinicians to complete patient rounds because the computers that held patient data were not set up in patient rooms. To collect and analyze patient records, doctors and clinicians were forced to walk between the patient room and the computer terminals. The mobility made possible by the Tablet PC changes the process completely.

The sleek, compact size of the Tablet PC allows doctors and clinicians to carry around with them a powerful PC as they would an ordinary pad of paper. Taking advantage of this portability, doctors and clinicians can use the Tablet PC while they are in the room with the patient. They can update patient records and search for patient information while they are in direct contact with the patient. When the line-of-business application is fully developed, doctors will be able to use the pen technology to annotate X-rays and diagrams and fill in charts, just as they have used pen and paper in the past. Because the doctors no longer have to duplicate recordkeeping efforts—that is, inputting data into a computer from their handwritten notes—they ultimately save time, reduce the margin of error, and ensure that available information is the most current.

Microsoft Windows XP Tablet PC Edition provides a more versatile computing experience, enabling you to use your PC in more places and more ways.

For more information about Windows XP Tablet PC Edition, go to:
<http://www.microsoft.com/windowsxp/tabletpc/>

For More Information

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For more information about Merck products and services, visit the Web site at:
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