

OUTSOURCING AND VENDOR MANAGEMENT FROM A SMALL/EMERGING SPONSOR PERSPECTIVE

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INTRODUCTIONS

Ryan Hovda

- 16 years in Clinical Outsourcing: CRO, large biotech, small & mid-sized pharma, cell therapy “start-up”
- Disclaimer

Hilary Partin

- 18 years in Clinical: mid-size & large CRO, small & mid-sized pharma, focus on startups
- Disclaimer

SMALL/EMERGING SPONSOR PERSPECTIVE

How are we (small/emerging) different? Flexibility needed, leverage experience of providers

- N= ~1,000 companies; market is ~\$250B. Bottom ~700 companies = ~20% of spend
- Recent BDM

Grabbing the attention of CROs/key vendors from a small/emerging company perspective

- How to gain vendor attention when offering a smaller book of business
 - Do our needs, and their experience, positioning and capacity align cleanly?
 - Can we grow together?
 - Are we transacting or building a relationship? Will it be all roses?

Establishing criteria to select the best provider(s)/model to match your organization's needs

- Key is to understand what your organization needs and evaluate partners accordingly
 - Key internal stakeholders/decision makers?
 - Fully outsourced? Fragmented provider pool vs. 'one stop shopping': pros and cons
 - Time / Cost / Quality = Pick 2. Where are you trying to go, and will this provider help you get there?

GREAT EXPECTATIONS: OVERSIGHT & GROWTH

How to start partnerships on the right foot?

View as long-term commitment

- Foundation of respect
- Mission/vision/pipeline sharing
- Transparent & clear communication
- Establish routine leadership meetings from start & escalation path

Align on definition of success

- Effective kick-off meeting
 - Study roadmap/timeline, roles
- Metrics/KPIs: Contractual, operational, timelines, quality indicators
 - Risk identification/mitigation: Early identification of success/challenges/triggers
- Continuous improvement/feedback

Allow partner to work within their framework where possible

- Effectively managing the ecosystem of multiple providers: balancing risk vs. ease of control, and driving assurance of delivery
 - All under CRO, multiple direct managed TPVs
 - Leverage existing vendor management programs at CRO
 - Consider once you move to multi CROs / different TAs (e.g. same central lab provider for both)

Be flexible!



QUESTIONS?



THANK YOU!

Ryan Hovda & Hilary Partin

