

Internship at Evalueserve SEZ (Gurgaon)

By

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Contents

1. Introduction	3
2. Objectives of Dissertation.....	4
3. Organization Profile.....	5
4. Services and solutions offered by the organization.....	7
5. Business Unit Profile – Life Sciences and Healthcare	9

1. Introduction

The dissertation is the final stage of the Masters degree and provides with the opportunity to gain the necessary skills and knowledge with the aim to organize and conduct a research project. It is also an integral part of learning as it provides with a firsthand exposure of the different departments and work done in the organization and through which we can understand process of work and thereafter be able to involve ourselves in decision-making.

I began my internship on February 6, 2017 at Evalueserve SEZ Pvt. Ltd., Gurgaon, in the Life sciences and Healthcare (LSHC) business unit.

On the very first day, after all the joining formalities and issuance of ID card and system, there was an HR session to familiarize us with the organization's corporate structure and different business units. We were introduced to the core values and best practices of Evalueserve and briefing about the organization's work culture and environment was given. This was followed by a few trainings and domain induction.

After a formal introduction with the team, we were trained about the team specific tasks to be performed and necessary skills to be gained, which would allow us to carry out various day-to-day activities smoothly. The dissertation topic was discussed and allocated. My dissertation topic is **“A Systematic Literature Review on Epidemiology of Multiple Sclerosis – A Global Prospect”**. An initial draft and timeline was prepared.

Later on, from the second week onwards I was put into a project and got project specific trainings. Simultaneously, the work on specific research heads was started which required secondary research, and on every step it was reviewed.

This was followed by continuous weekly reviews by the research leads and group manager at LSHC, Evalueserve and incorporated their suggestions, which lead to a comprehensive and effective version of my research work.

2. Objectives of Dissertation

- To understand the work pattern of Evalueserve, Gurgaon, and its organizational structure
- To observe various protocols observed in the organization and try to acquire skills to accomplish them
- To learn about how a business works on both a large scale and on a day-to-day basis
- To understand and familiarize with the functioning of the Life Sciences and Healthcare department and the various projects undertaken by the department
- To hone professional skills in carrying out research on various domains via different scientific databases and compile statistical data, facts or information in a way it is effective in helping the client in decision making
- To observe mannerism of the existing employees and learn the culture of the organization. Inculcating soft skills is an integral part of understanding the organization

3. Organization Profile

Marc Vollenweider and Dr. Alok Aggarwal laid the foundation of Evalueserve in the year 2000, which went on to become a defining moment in the global outsourcing industry. Evalueserve is the creator of an industry worth billions. The company offers proprietary solutions and specialist services for investment research, data analytics, and technology research and business research services worldwide. Since 2000, the company has grown its operations in various countries such as Latin America, China and Eastern Europe, with more than 3000 professionals across the globe.



The global team of experts is dedicated to help the clients and partners to meet their goals. **Focus, People** and **Values** are the three cornerstones at Evalueserve. The company believes in offering unflinching focus towards their core sector – Research and analytics and this focus gives them the tag of industry leader and authority. They have established methodologies to ensure skill transference and guarantee uninterrupted delivery. Evalueserve values the creation of a sustainable business model which delivers highest work quality, and offers value-driven solution.

Evalueserve is powered by **mind+machine™**, a unique combination of human expertise and best-in-class technologies that enables the organization to design and manage needs-tailored

processes for clients. At Evalueserve, the organization generates and harness insights on a large scale, significantly cutting costs and timescales and helping clients to overtake the competition.

Timo Vättö is the Chairperson of Evalueserve. He also owns Cundo Management AG, a provider of corporate advisory services, and is the Chairperson of Altisource Portfolio Solutions SA (NASDAQ:ASPS) and the Director at IHAG Holding AG and Rettig Group Ltd. He has worked with Citigroup in various senior positions for almost 20 years.

Marc Vollenweider is Chief Strategist, Board Member and Co-founder of Evalueserve.

4. Services and Solutions offered by the Organization

- Evalueserve offers following business solutions to its clients and partners:
- **InsightBee:** A solution to source high-quality custom research and analytics from any device. It is a pay-as-you-go model. An online, cloud based service that delivers the intelligence and all business functions and industries.
- **PARS (Pharmaceutical Analysis and Reporting System):** It is designed to answer the need of a complete, scalable business intelligence solution for Life Sciences and Healthcare.
- **Research Management Solution:** At Evalueserve, understand the criticality of timely research and insights. The proprietary Research Management Solution helps to make distinct, lasting, and significant improvements to your research workflow across multiple teams and geographies – even on the go.
- **Navigator:** The Navigator is an innovative business intelligence solution for the furniture trade, combining both professional and technological expertise at a high level, with the aim of providing all users in the company with relevant and correct information in a timely manner.
- **Sales Intelligence:** Using advanced algorithms; Evalueserve's opportunity engine allows to continuously monitor thousands of data sources for potential sales leads, and to deliver qualified leads as they happen. The Sales Intelligence dashboard helps to monitor sales opportunities and qualify leads as follows:

Monitor news + Identify leads + Validate opportunity + Push opportunity = Provide feedback

- **Intellectual Property Search and Intelligence:** One of the world's largest IP solutions providers, employing domain and search experts with experience in multiple industries. At Evalueserve, the IP Search Solutions is focused on quality, efficiency and smart use of technology. Based on proprietary methodology, IP Intelligence Solutions are designed to provide deep insights to answer business questions, including patent alerting, landscaping, portfolio benchmarking and licensing tools.

All the above applications, tools and processes are geared towards facilitating the following:

- **Analytics**
- **Productivity**
- **Dissemination**
- **IP and Knowledge Management**

Evalueserve offers its best in class solutions to the following industries:

- **Financial Services**
- **Information Technology and Communication**
- **Manufacturing**
- **Professional Services**
- **Life Sciences and Healthcare**
- **Services Industry**

5. Business Unit Profile – Life Sciences and Healthcare

Life Sciences and Healthcare offers outstanding tools, processes for scientific, and market data retrieval and management, clinical competitive intelligence, adverse event monitoring across media. It offers research solutions to various dynamic fields in the healthcare industry. It provides exceptional solutions to the clients on epidemiology research, data analysis and also health pricing technologies. In addition to above, it makes available insights regarding the associations between economic, disease and epidemiology data and geographic and demographic factors.

Pharmafusion: It creates this potential for the client by utilizing powerful ‘Mind + Machine’ approach, together with vast research resources. It provides with latest life sciences and healthcare data at client’s fingertips. It’s about more than just data as the information presented includes well-researched, thoroughly analyzed structured results and at the same time, includes the latest competitive analysis and market insights to help client’s business move faster. It’s a platform where every component is designed to act as a perfect companion to exploring any facet of the industry further.