

Case Study

Launching a new information management solution during Covid-19

How Mirati Therapeutics implemented RightFind Enterprise for its at-home workforce

Obtaining the right tools was exactly Romel Montellano's plan in February 2020 as the director of regulatory operations at Mirati Therapeutics. Little did Romel (and the rest of the workforce) know, life in the office as we knew it was about to change dramatically due to the Covid-19 pandemic.

The repercussions and challenges of a remote workforce made the idea of implementing a new information management solution more daunting — but even more necessary.

The ever-present need for copyright compliant access to information

Based in San Diego, California, Mirati Therapeutics is a clinical phase biotechnology company focusing specifically on targeted oncology. Its approximately 175 employees strive to discover, develop and deliver breakthrough therapies to transform the lives of cancer patients and their loved ones.

As the company's director of regulatory operations, Romel's primary responsibility is to lead the regulatory operations group in preparing and submitting regulatory documents to various healthcare agencies.

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Location

San Diego, California

Industry

Biotechnology

About Mirati

Mirati Therapeutics is a clinical-stage targeted oncology company.

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For life sciences organizations to undergo successful digital transformation, they need tools that facilitate fluid access to relevant data.”

Dr. Deborah Soule
MIT researcher



Users across the company have access to a “single source of truth” for content, where they can not only access and purchase articles, but can also check their permissions to reuse published material in a copyright compliant manner.



To find information and reference it within the regulatory submission cycle, researchers at Mirati need access to scientific literature. The regulatory affairs group works closely with other departments, such as the R&D and clinical groups, who pull together publications, cite them, and prepare documentation for the regulatory affairs group to review and submit to the appropriate agencies.

At Mirati, the content acquisition process was based on both departmental and individual preferences; there wasn't a single, streamlined approach. Some researchers would purchase an article on a company credit card, while others would opt to use their personal card and get reimbursed later. Others would use the nearby University of San Diego library for research.

This inconsistent approach created data silos internally and left users without a centralized place to access content and collaborate. Many researchers, out of habit or convenience, were storing content directly on their desktops or personal folders, so ease of sharing, or the ability to know what was already available under Mirati's licenses, was hindered.

Implementing a new solution while adjusting to indefinite work from home

Having a central access point for content was what Romel called “the main benefit” of RightFind Enterprise, Copyright Clearance Center's (CCC) comprehensive solution to find, manage, and collaborate on content.

Romel and his team decided on RightFind Enterprise in February 2020. In March, due to the Covid-19 pandemic, Mirati employees, except essential lab personnel, were instructed to begin working remotely.

But even though they kicked off the implementation process from the kitchen table rather than the office, implementation was able to run on schedule, without adjustments. Romel said it helped to involve his IT colleague early in the process.

“It's important to partner with IT,” he said. “I don't have a strong IT background, so it was nice to have IT there to talk about the technical aspects specifically with the tech team at CCC. That was a big deal. It made my life a lot easier. I got to sit and listen while they spoke a language I don't dare try to understand.”

Ultimately, all it took was a few emails and a single phone meeting with Mirati's IT department for the CCC delivery team to implement single sign-on.

“The experience of getting RightFind up and running during a pandemic worked really, really well,” he said. “There were no glitches in the system.”

Now, users across the company have access to a “single source of truth” for content, where they can not only access and purchase articles, but can also check their permissions to reuse published material in a copyright compliant manner.

“We were able to implement Mirati's RightFind instance in about a month, all while navigating the transition from in office to work from home,” said Shelley Zatsky, CCC's project manager. “Implementing RightFind is really a partnership with our clients, and Mirati leaned into that. They got us all the information we needed, enabling me to get them up and running quickly.”

“

The implementation was a breeze. Working with CCC has been great,”

Romel Montellano

Director of regulatory operations

Next steps: training and adopting

Implementing a new tool during a pandemic is one thing, but getting new users to adopt a new tool without in-person communication can also be a challenge. But it's one the CCC team has seen and overcome before.

“It's getting more users or newer users to adopt it now. There's the benefit of being in the office and having a hallway conversation with someone ... you can't do that over Microsoft Teams.”

Although, they're missing out on the hallway conversations and the benefits of face-to-face interactions, the RightFind team has been rolling out virtual user trainings with individual departments, so they can understand the benefits of RightFind for their unique workflows.

*This case study was published in April 2020. Mirati Therapeutics was acquired by Bristol Myers Squibb in January 2024.

About Rightfind Enterprise

RightFind Enterprise provides employees with immediate access to scientific literature and data, enabling faster discovery and insights and strengthening copyright-compliant collaboration. With RightFind Enterprise, a simplified user experience replaces multiple information tools with a comprehensive solution, and helps information managers demonstrate multi-source content ROI in minutes.



About CCC

A pioneer in voluntary collective licensing, CCC advances copyright, accelerates knowledge, and powers innovation. With expertise in copyright, data quality, data analytics, and FAIR data implementations, CCC and its subsidiary RightsDirect collaborate with stakeholders on innovative solutions to harness the power of data and AI.

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