

CASE STUDY 

Implementing and Deploying a Global eDMS and QMS to 2,000 Users in 11 Countries

Like any major growing pharmaceutical company operating internationally, Vetoquinol was finding it increasingly difficult to maintain its level of quality without adding staff and incurring costs. The problem was clear—in order to remain compliant with regulations and GMP requirements, uncontrolled “monitoring files”, the product of individual initiatives, had proliferated everywhere.

At the French Lure site alone, there were more than 100 such files, as well as several eDM and claims management tools. These silos of data required many resources to maintain and the reliability of the information was suspect due to the inability of the systems to share data.

All major stakeholders—from the field personnel to executive management, became convinced that a solution had to be found that would limit the risk of non-compliance without the need for addition staff. In short, a solution that would strengthen external confidence and improve internal efficiency. To that end, the Vetoquinol Quality Improvement Project was launched.



About Vetoquinol

As one of the largest veterinary pharmaceutical laboratories in the world, Vetoquinol is a reference standard in animal health for livestock and companion animals. An independent animal health pure player, Vetoquinol innovates, develops, produces and markets veterinary drugs and non-drug products in Europe, North and South America and Asia/Pacific. Since its creation in 1933, Vetoquinol has combined innovation and geographical diversification. The strengthening of the product portfolio and high potential acquisitions ensures their growth. Today, the group employs 2,500 people.

> More than 300 Life Sciences companies around the world are powered by **Ennov**

The Solution: Ennov Doc and Ennov QMS

The project was sponsored by the Group's Quality Director and the management of the initiative was entrusted to a team comprised of a Quality and IT. Vetoquinol also established a steering committee and a diverse project team that represented both the business and the various operational sites. All stakeholders were involved in both the selection of the solution and in its implementation. This unifying approach assured total agreement and was a decisive element of the project's success.

Vetoquinol understood that only a recognized specialist in the pharmaceutical industry could provide the necessary level of regulatory compliance required. In addition to this requirement, there was the need for the software to address the entire functional spectrum for the Quality system—both document management and business process management. Ultimately, they selected Ennov for its wide functional coverage, its ergonomics, its ease of use and its ability to adapt to a multi-site and international environment. The project commenced with the implementation of cross-organizational processes to manage non-conformances and CAPAs.

Vetoquinol and Ennov agreed on the implementation approach: engage the sites in requirements workshops and guide them through their configuration options based on industry best practices. The eDMS project was launched at the same time as the QMS initiative. In four months, the eDMS was configured and over 15,000 documents of 40 different types were imported into the Ennov repository. Currently, the Ennov solution is being used by approximately 2,000 people across eleven sites around the world.



"It's quite simple—the week we went into production, we had cleared our schedules to answer support calls. Waiting by our phones, we received no calls and wondered if people were actually working. Well, yes, they were indeed working, but they just didn't need help!"

François Faivre
IT Project Director
Vetoquinol

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The Quality Improvement Project was completed on-time and on-budget and is often cited as a major success story within the company

Conclusion

- › **On-Time and On-Budget:** Production started ahead of schedule and concluded without cost overruns. Internal teams were autonomous to continue the deployment as needed.
- › **Harmonization of Practices:** The international feedback has been extremely positive. As a result, team unity is strengthened and the Quality culture embraced.
- › **Improved Regulatory Compliance:** The transition from multiple, fragmented tools to a unified and controlled solution has been successful. Inspection teams around the world appreciate the Quality System and the benefits it brings.
- › **Cost Savings:** In one year, the Ennov Quality solution saved Vetoquinol the equivalent of three full-time positions.