

CASE STUDY

From Fragmented to Unified: How Delpharm Standardized Quality Across 16 Sites

As one of the world's top CDMOs, Delpharm has expanded rapidly through the acquisition of manufacturing sites across Europe and North America. Each acquisition created challenges: fragmented systems, siloed documentation, and inconsistent processes that prevented best-practice sharing and a unified quality management experience for their customers.

Delpharm needed a unified quality platform that could standardize operations across all sites while accelerating the integration of future acquisitions. With Ennov, they implemented a centrally governed quality management system that delivered consistent adoption across multiple sites with comprehensive training and proven governance.

The result: a paperless, audit-ready quality ecosystem that scales with growth and accelerates new site integration.

3x **Faster Onboarding**

New site integration time reduced from 12 months to 4 months

2,100+ **Active Users**

trained and engaged across 16 live sites

16 **Sites Unified**

and operating under a single standardized quality model



Industry	Contract Development & Manufacturing
Employees	6,500+
Sites	18 manufacturing facilities
Countries	5
Clients	170+
Products	8,000+ marketed references
Strategic expansion	Ongoing site acquisitions demand a quality system that scales with growth

➤ More than 450 Life Sciences companies around the world are powered by **Ennov**

The Challenge

Delpharm's acquisition strategy created a fragmented operating environment: In 2019, 12 sites running different systems and documentation practices.. This lack of standardization made enterprise-wide oversight difficult. As more sites with varied backgrounds and practices were added, harmonization became essential.

Core pain points:

- › Fragmented systems and document storage
- › Paper-based documentation limiting traceability
- › No standardized processes across sites
- › Prolonged audit preparation across multiple systems
- › Complex IT management caused by disconnected tools and multiple vendors

Why Ennov?

Delpharm selected Ennov for both the functional capabilities of its QMS suite and the scalability of its deployment approach.

Key differentiators:

1	Standardized core model:	Central governance with consistent adoption across sites, reducing post-acquisition integration complexity.
2	Global deployment capability:	Multilingual platform with external hosting. Mutil time zone platform.
3	Self-sufficient training model:	Structured admin support enabling internal teams to manage deployments independently.

The Solution: Ennov Quality Suite

MODULES IN USE

- › **Quality Process Management** - Standardized handling of deviations, CAPAs, change control, complaints, and out-of-specification investigations—ensuring full traceability and audit readiness.

NEXT MODULES BEING IMPLEMENTED

- › **EDO for Supplier Management** - Structured vendor oversight with traceable documentation (audits, certificates, and more).

MODULES UNDER EVALUATION

- › **Quality Analytics** - Actionable insights that drive continuous improvement and smarter decision-making.
- › **Document Control** - Centralized SOP and GxP documentation management with electronic signatures and lifecycle oversight.
- › **Training Management** - Standardized employee qualification tracking across functions and sites.

The Impact

1 OPERATIONAL STANDARDIZATION

- Single quality model adopted across 16 sites, eliminating system fragmentation
- Standardized training and documentation practices reducing user confusion and errors
- New site onboarding accelerated from 12 months to 4 months, enabling faster post-acquisition value

2 USER ADOPTION & SYSTEM OWNERSHIP

- Global admins trained and certified, ensuring sustainable, in-house system ownership.
- Consistent user experience across all locations contributing to high adoption rates
- Successful implementation even at recently acquired sites despite organizational change

3 CHANGE MANAGEMENT SUCCESS

- Internal teams engaged from initial design through implementation, ensuring practical solutions
- Dedicated working groups aligned corporate requirements with operational reality
- Continuous feedback integration supporting ongoing system improvements

Future-Ready By Design

With their unified foundation established, Delpharm is positioned for continued evolution:

- › **Evolving through user feedback:** Ennov's regular product updates are shaped by customer input and real-world usage, ensuring new capabilities can be adopted smoothly and only when relevant.
- › **Custom integrations:** Ennov successfully integrated Delpharm's touchscreen portal to support their paperless initiatives, demonstrating how site-driven tools can scale seamlessly across the organization.
- › **Cross-domain scalability:** If Delpharm's operational needs evolve, the same Ennov platform can support expanded use cases, without the disruption of switching systems.
- › **AI capabilities on standby:** Ennov's platform includes optional features such as AI-generated training quizzes and intelligent quality analytics, ready to activate when needed.

Ennov provides a stable foundation with built-in flexibility, enabling innovation at the customer's pace.



"Having direct access to knowledgeable, dedicated contacts at Ennov makes all the difference. It feels like a true partnership, not just a typical customer-supplier relationship."

- Emmanuelle Chevaux, Quality Application Systems Manager

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Lessons & Future Outlook

Delpharm's transformation demonstrates that rapid standardization across multiple sites is achievable with the right approach:

Fragmented systems drain resources and slow continuous improvement. Standardizing on a scalable platform enables centralized, consistent control of quality operations.

With their unified system operational, Delpharm can now focus on advanced analytics, accelerated growth, and long-term process improvement. With the framework in place, the return on investment continues to compound.

Want to Replicate Delpharm's Success?

Delpharm's journey from fragmented systems to unified excellence didn't happen overnight, but it happened faster than traditional approaches would allow.

Ready to eliminate silos and accelerate your digital transformation?

Connect with Ennov's transformation experts today. ennov.com ➡

What if Your Entire Compliance Stack Ran On One System? ***It Can.***

Built on a single data model and shared repository, Ennov is the only Unified Compliance Platform designed for Life Sciences.

No integration patches. No duplicate records. Just one secure system that spans the entire product lifecycle.

- **Eliminate complexity**
- **Reduce risk**
- **Scale with confidence**

