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CASE STUDY

How Rhenus Logistics Unified Quality Operations Across Borders

Rhenus Logistics manages pharmaceutical storage and distribution across France and Germany—a role where compliance determines client trust. But paper-based quality systems were creating risk: approvals took weeks, training records lived in silos, and audit preparation consumed days of manual work. By implementing Ennov's validated Quality Management platform, Rhenus achieved standardized operations, zero QMS-related audit findings, and complete digital adoption across all quality teams.

Reduced
Approvals and Trainings from weeks to days

100%
adoption across all quality teams and sites

Zero
QMS-related deviations since go-live

Industry	Pharmaceutical Logistics
Headquarters	Holzwickede, Germany; Vaulx-Milieu, France
Employees	1,200
Facilities	Multi-site operations across France and Germany
Regulatory Scope	GxP-compliant operations serving leading pharmaceutical clients

The Challenge: Paper Systems Couldn't Keep Up

Across French and German operations, paper-based documentation had become a source of inefficiency and risk. Each site managed its own templates, approval routes, and training files.

The Operational Bottleneck:

- **Inconsistent documentation complicated audit preparation**
- **Manual signature routing delayed approvals and updates**
- **Limited training visibility made oversight difficult across sites**
- **Audit preparation required days of manual coordination**

To support growth without compromising compliance, Rhenus needed a validated digital system that teams would actually use—one that simplified daily work rather than adding complexity.

The Selection Process

Rhenus issued a formal RFP evaluating multiple vendors against weighted requirements: regulatory validation, deployment flexibility, and user adoption potential.

Why Rhenus chose Ennov:

1	**Functional Completeness:**	Document lifecycle, e-signatures, training management, and audit trails were core functionality—not separate add-ons requiring customization.
2	**Pharmaceutical Validation Expertise:**	Pre-validated 21 CFR Part 11 compliance and demonstrated experience in life sciences eliminated technical risk. Ennov was better prepared than competitors, with workflow examples and implementation plans ready.
3	**Deployment Flexibility:**	On-premises hosting with Windows authentication integration met both IT requirements and regulatory expectations.

The Solution: One Harmonized Quality System

Rhenus deployed Ennov in phases: document control first, then training management. This approach allowed teams to master core functionality while maintaining validation status throughout rollout.

DOCUMENT CONTROL FOUNDATION

- Standardized templates and approval workflows replaced site-specific processes.
- Electronic signatures, controlled printing, and automated audit trails ensured every action remained traceable and compliant—without the manual coordination paper systems required.

TRAINING MANAGEMENT INTEGRATION

- Training records linked directly to controlled documents, automatically triggering retraining when versions changed.
- Managers gained real-time visibility into completion status across all sites and roles—eliminating the spreadsheet tracking and email follow-ups that previously consumed administrative time.

VALIDATED SECURITY

- On-premises hosting, Windows authentication integration, and role-based access control maintained data integrity while meeting 21 CFR Part 11 and EU Annex 11 expectations.
- The validation documentation produced during implementation—IQ/OQ/PQ protocols and compliance matrices—provided immediate proof of system integrity during inspections.

Results: Standardization and Confidence

1 OPERATIONAL CONSISTENCY

All locations now operate from identical document templates and workflows. Version control is automatic. Retraining triggers when documents change. Every action carries a complete audit trail.

THE RESULT: Consistent, audit-ready documentation by default—not through manual coordination.

2 COMPLETE USER ADOPTION

Quality teams integrated Ennov into daily workflows within weeks. Post-deployment feedback confirmed the intuitive interface and Windows authentication made the system feel like a natural extension of existing work.

THE RESULT: Teams chose to use the system because it made their jobs easier—not because they had to.

3 ZERO QMS-RELATED FINDINGS

Since implementation, Rhenus has undergone multiple audits with no findings related to the Quality Management System. Inspectors can access complete document histories and training records in minutes—proof that compliance has become part of normal operations.

THE RESULT: Audit readiness became continuous, not a crisis triggered by inspection schedules.

> *"Documentation across sites now follows one structure. There's no question about which version is current or who approved it—that clarity defines audit readiness."*

- Maxime Estner, *Interim Responsible Pharmacist*

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Key Takeaways

- **Validated from day one.** Ennov's pre-validated 21 CFR Part 11 architecture meant Rhenus could deploy with confidence—no validation uncertainty, no compliance gaps.
- **Built for daily use.** Windows authentication and intuitive workflows drove adoption because the system integrated into existing habits rather than disrupting them.
- **Designed to scale.** Modular architecture allows Rhenus to add CAPA, change control, and risk management without revalidating existing processes—supporting growth without starting over.

The Bottom Line

Rhenus transformed pharmaceutical quality management from a compliance burden to operational infrastructure.

BEFORE: Weeks-long approval cycles, manual audit preparation, siloed training records

AFTER: Same-day routing, query-based reporting, real-time visibility across all sites

The platform that solved document bottlenecks and training gaps now serves as the foundation for expansion.

Most importantly, it became trusted infrastructure that quality teams use daily without friction—proof that compliance and operational efficiency aren't competing priorities.

Ready to unify your quality operations?

Connect with Ennov's transformation experts today.

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"Ennov met all our expectations and fully supports compliance. Our teams quickly adopted it in their daily work, confirming we made the right choice."

Maxime Estner,
Interim Responsible Pharmacist

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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**

ENNOV Software for Life