

CASE STUDY 

## When Auditors Take Photos: How IUCT Oncopole Built an Audit-Ready Quality Culture

**Transforming complex oncology workflows into a centralized, 100% adoption-rate quality system for 600+ healthcare professionals**

At IUCT Oncopole, the clarity of the quality system is immediately apparent during audit. Auditors are able to navigate processes and documentation so easily that they have taken photos of the screens during reviews. In a highly regulated environment, the Quality and Patient Safety team needed to standardize practices across teams while keeping daily use simple and efficient. With Ennov, IUCT Oncopole built a configurable quality foundation that makes information easier to access, easier to manage, and easier to demonstrate during audits.

**600+**

Users

**100%**

User Adoption

**AUDIT-READY**

By Design



INSTITUT UNIVERSITAIRE  
DU CANCER DE TOULOUSE  
Oncopole

Industry Healthcare / Oncology

Headquarters Toulouse, France

Employees 2,000+

Compliance HAS accreditation

Operational Scope Controlled documentation, structured workflows, audit-ready operations, and end-to-end traceability



*"When we show our portal to auditors, they are visibly impressed—they actually take photos of our screens as a benchmark for excellence."*

- David Verger, Director of Quality and Patient Safety

## The Customer: A Complex Oncology Ecosystem

IUCT Oncopole (Toulouse, France) is a member of the Unicancer network. As a leading oncology center, it manages a high-pressure environment where specialized cancer care intersects with diverse hospital activities. With hundreds of overlapping workflows, IUCT Oncopole required a governance structure that could satisfy stringent HAS accreditation while remaining invisible to the clinicians providing care.

## The Challenge: Compliance Without Complexity

Quality teams in Life Sciences live in a state of constant tension. They must satisfy two demanding masters:

> **Regulators:** Who demand 100% traceability, standardization, and proof of compliance.

> **Clinicians:** Who need instant access to accurate protocols without administrative friction.

For IUCT Oncopole, the challenge was to scale quality across 2,000 professionals without creating a "parallel" administrative burden. They needed accessibility for the front line, configurability for the quality team, and traceability for the auditors.

## The Solution: A Foundation Built for Real Work

IUCT Oncopole chose Ennov not just as a software vendor, but as a strategic partner to build a system shaped around their specific clinical pathways.

### Key Success Drivers:

1

**Role-Based Portals:** Custom navigation paths ensure users see only the documentation & processes relevant to their specific role.

2

**End-to-End Traceability:** A centralized environment that tracks exactly what was shared, with whom, & when—eliminating "version chaos" during audits.

3

**Operational Expansion:** Beyond document control, the team utilized Ennov's configurability to manage incident reporting & anomaly tracking.

4

**A True Partnership:** For over 15 years, Ennov has evolved alongside Oncopole Claudius Regaud, adapting to changing hospital constraints & accreditation expectations without disrupting daily care.

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

## The Results: Beyond the Audit

IUCT Oncopole utilized Ennov to implement a centralized environment to manage controlled information and structured workflows across the organization. The solution was configured with a strong focus on daily usability, so it becomes the natural first reference for professionals.



### AUDIT PRIDE, NOT AUDIT PANIC

Eliminating the frantic search for evidence. By providing auditors with a structured, transparent view of every process, IUCT Oncopole has transformed high-stakes reviews into a "point of pride." The result is a system so clear that auditors use it as a benchmark for excellence.



### A TOOL, NOT A HURDLE

Driving true accountability by embedding ownership directly into clinical workflows. User surveys confirm the system has moved beyond "administrative overhead" to become an essential daily tool, fostering a safety culture where staff take proactive responsibility for resolution.



### FUTURE-PROOF AGILITY

Moving from simply "maintaining" compliance to actively driving innovation. With a stable, highly configurable foundation, the Quality team has the freedom to experiment with new operational workflows, knowing their underlying governance and traceability remain rock-solid.



*"We are an organization that pushes boundaries, and we value having partners who truly listen to our needs. Ennov provides the technical foundation that allows us to innovate and stay at the forefront of patient safety."*

- David Verger, *Director of Quality and Patient Safety*

## A Foundation for Sustained Innovation

After 15 years of partnership, IUCT Oncopole continues to prove that a quality system succeeds only when it supports the person doing the work. By prioritizing a "user-first" interface over administrative complexity, the organization has built the trust and data foundation necessary to lead the next frontier of healthcare.

The center is now spearheading a research project to integrate Artificial Intelligence into incident management. This initiative uses historical data to develop predictive algorithms for medication-related events—moving the organization from reactive compliance to proactive, AI-driven prevention.

### ***Learn how Ennov can strengthen your quality operations***

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