

BIOLOGICS R&D COMPANY IMPLEMENTS ELECTRONIC DOCUMENT MANAGEMENT SYSTEM AND STREAMLINES GLOBAL COLLABORATION



The Customer

This client is a large biologics research and development company with its locations spread across the globe. Its main focus is the discovery, development and commercialization of small molecule and biologic prescription medicines.

Business Drivers

Each research project had large number of documents with linkages / references to each other and huge set of meta data either embedded in document itself or maintained separately. Due to company's geographically diverse locations, these documents were worked upon by people at different locations as well as by external consultants. Keeping track of these documents as a project, maintaining their linkages and meta data, routing for reviews and approvals and ensuring people had latest versions to work upon was becoming a challenge for the organization.

Solution

After a thorough evaluation of their needs, the client implemented elnfotree™ - Electronic Document Management System (EDMS) which allows organizations to manage digital content, including scanned paper documents, faxes, prints, application files, electronic forms, web content, multi-media files and emails. elnfotree™ also authorizes organizations to automate business

processes, reduce the time and cost of performing important business functions, improve organizational efficiency and address the need for regulatory compliance through the management, control and sharing of digital content with employees, business partners, customers and other constituencies.

elnfotree EDMS provides the following features:

- A pure web-based solution which can be accessed from anywhere using a web browser
- Standardization of file naming by collecting metadata while adding the file
- Configuration of project folders and files in a systematic way with access privileges to all authorized users
- Importing full project structure with proper linkages and meta data from Excel files as well as extracting from files itself
- A facility to view documents from elnfotree itself without the need for downloading files to a local PC
- A tool for commenting, redlining and making mark-ups in the document itself by internal and external consultants, to visually show the suggested changes, making it easier to understand for external consultants

- Automatic version controlling and comparison of versions to identify the changes made
- Collaboration tools like Notes and Discussion Group for sharing comments and thoughts regarding the document among team members and external consultants which are attached with the document throughout its lifecycle
- File associations to visually associate all related documents to be viewed from one location, as well as to identify which other documents/drawings will be impacted if any of the related documents are changed
- Automatic email notification to all related users for specific actions in the system like adding new files, changing files, downloading of files, etc.
- Audit trail of each action performed on the file, including viewing of documents
- Extensive search functionality based on different criteria including the contents and meta data
- Search within an audit trail to get a clear idea of the dates when each person had worked on a file
- A workflow application which automates the file approval process that can be tracked and analyzed for process optimization
- A PDF Server application that provides stamping and PDF conversion features will also to be implemented in future

Business Benefits

The benefits after implementation of the system included:

- eInfortree's patent-pending ECM architecture allowed the Client to mimic its business processes and share its business content with external consultants using a secured online repository. A regulated, controlled and compliant Digital Nervous System with unified access throughout the workgroup, department and enterprise was brought in after the implementation.
- The paper-less environment provides reduced turnaround time and improved productivity.
- Provides online repository of projects with proper linkages and meta data.
- Allows for quick identification and retrieval of documents with no more lost or misplaced documents.
- No confusion regarding versions.
- Notifications and comparison features reduce the time of review and approval.
- Allows for effective collaboration.
- Business processes are optimized based on the actual data to get the maximum productivity from the team members.

Value

By selecting CIMCON, the client received tremendous value:

Business: Well defined hierarchical storage of documents, quick retrieval and electronic

Workflows totally mimicking their business processes reduced the overall time taken in closure of a project resulting in more project closures per year and thus improved business.

Productivity: CIMCON re-engineered and automated the Company's business processes with notifications to concerned individuals about the changes and jobs waiting for them. The review process became faster with the availability of collaboration tools and comparison features. Since ad hoc workflow tracking was possible, the company could easily optimize its business process for better productivity.

Cost: The productivity cost for moving over to a new system for the company was negligible since the DMS was implemented in their existing IT infrastructure.

About CIMCON

CIMCON Software provides a wide range of software solutions and compliance services that reduce costs and improve operational efficiency while complying with 21 CFR Part 11 and GxPs. CIMCON anticipates, defines, evaluates and solves the technical and regulatory issues that arise in a constantly changing environment to help clients achieve their business goals. The firm brings to bear 25 years of innovation, experience and knowledge in designing, developing and implementing technology solutions from the plant floor to the top floor.

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