

## CASE STUDY

# Pharmaceutical Company

Based in Asia

### Background

A large global pharmaceutical company was looking to move to a paperless calibration solution to save time and reduce costs. The company faced challenges managing assets, ensuring consistent standard calibration procedures were reliably followed, and maintaining thousands of records on paper.

### Objectives

The company needed to transition from a paper-based system - one that consisted of spreadsheets and results all recorded manually - to a user-friendly paperless system. The company sought a way to migrate all its historical calibration records into a new system to stay compliant in the event of an FDA audit.

The three main objectives for this pharmaceutical company were:

- 1) Have all instruments (assets) in one place to most effectively manage them.
- 2) Set standard procedures for how one calibrates – having it on the instrument record and easily accessible for the technician to follow.
- 3) Facilitate paperless calibration – meaning the whole process does not use paper (important for signatures as well, with info on who signed off, exactly when, etc.).

### Solution

The company decided to use ProCal for its paperless calibrations. ProCal ensured that every instrument was monitored and maintained at the site via a cost-effective solution.

**The company was impressed with ProCal's overall functionality, its integration with SAP, the connectivity with documenting process calibrators, and Prime Technologies' software validation services.**

The client also took note of the technical expertise demonstrated by the Prime Technologies team, and took advantage of both the training and customized reporting provided by Prime.

## RESULT

ProCal enabled this pharmaceutical company to manage most of its calibrations in-house and reduce outsourcing costs.

**The client was so pleased that ProCal met all of their objectives and sales support that they recently increased their 50-user license to a 70-user license.**

The smooth transition and upgrades with ProCal helped this client company increase overall efficiency, and have provided cost-effective solutions for the company.