



NAPP dumps old system to overhaul its SOP Management with NextDocs

CUSTOMER PROFILE

Based in Cambridge, England, NAPP Pharmaceutical Group is the 15th largest pharmaceutical company in the UK. The Sunday Times named it one of the "100 best companies to work for" in the UK for 5 years running.

THE SITUATION

The Documentum/QUMAS-based document management system upon which NAPP relied for SOP documentation had become costly to maintain and increasingly unreliable. Company officials wanted a solution that would perform more reliably and responsively and that would integrate seamlessly with its Microsoft-based infrastructure.

THE SOLUTION

NAPP deployed the NextDocs Document Management System. Using Microsoft SharePoint Server as a foundation, the NextDocs solution provides a powerful document management, workflow, and collaboration solution built with key compliance requirements in mind, including FDA 21 CFR Part 11 and Eu GMP Annex 11.

RESULTS

NAPP has gained a document management system that is more reliable, more customizable, and easier to maintain. Administrative resource requirements are estimated to be 80% lower. Calls to its service desk have decreased, as have external support costs. Users that had been avoiding the old document management solution are now enthusiastically embracing the NextDocs solution, improving document management compliance.

Overview

NAPP Pharmaceutical Group, a leader in the field of pain control, had been using the same Documentum/QUMAS-based document management system since 2004 to manage and maintain its SOPs. Unfortunately, by 2010 the system was showing its age. It was painfully slow; its availability was unpredictable. It was expensive to maintain, did not integrate well with the company's Microsoft-based infrastructure, and had proven to be less flexible than users and groups wanted. User frustration was so great that different teams within NAPP were quietly starting to rely on their own resources for SOP creation and management. At that point, NAPP decided it was time to replace the old system with a modern, enterprise-class system. They wanted a solution that would take advantage of the company's investment in Microsoft SharePoint technologies and integrate well with the Microsoft Office tools that users already knew. They also wanted a solution that would deliver higher availability and performance. They met all these requirements with the NextDocs Document Management System.

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— Stephen Messenger,
Software Engineering Manager,
NAPP Pharmaceutical Group

The Situation

In recent years, an annual survey of employee satisfaction of IT services at NAPP Pharmaceutical Group revealed a disconcerting consistency of opinion on one topic: the Documentum/QUMAS-based system that NAPP had been using to manage SOPs since 2004 was the most unpopular system in the company. Users found it inflexible and unreliable, slow to render documents, and slow to print. Even the IT department had reasons to dislike it: ongoing administration and support required the equivalent of a full-time employee, external support contract costs were onerously high, and the system simply did not integrate well with the Microsoft-based tools and infrastructure in use throughout NAPP.

“We knew we needed to address, this,” says Chris Clark, Head of Quality Compliance at NAPP. “The frustration level with the old system was very high. Users were starting to use systems of their own to manage SOPs, and that was not going to be good for compliance. We needed a single solution for the entire enterprise.”

Working with Stephen Messenger, the Software Engineering Manager at NAPP, Mr. Clark drew up a list of requirements that ranged from improved system performance, availability, and reliability, to greater ease of use, faster and better printing, better search capabilities, and deep integration with the Microsoft Office products that NAPP already used. They also wanted a solution that would build on the Microsoft SharePoint Server infrastructure that was already in place.

The Solution

Mr. Clark and Mr. Messenger reviewed more than a dozen different document management system solutions. They then sought more information and demos from a select group of vendors. NextDocs became the candidate of choice quite quickly.

“We were very clear that we wanted a solution that would work with Microsoft SharePoint Server and integrate with our Microsoft infrastructure,” says Mr. Messenger, “And the NextDocs Document Management System was a state-of-the-art solution built on SharePoint Server. Comparatively, other systems seemed like screen-scrapes of old systems. They added no new value. The NextDocs solution was a complete re-think. It was way ahead of anything else that was based on SharePoint technologies.”

In demonstrating the NextDocs Document Management System, NextDocs also showed how easy and seamless it was to work with stored documents using Microsoft Word and other Microsoft Office products. NextDocs personnel demonstrated how easily NAPP could use the automated workflow system to facilitate reviews and approvals—with links embedded in email messages that would enable reviewers to look at and approve a shared copy of the document in the document management system itself. Other features proved themselves just as quickly: support for color printing, high-performance rendering, and network printing services. The flexibility to configure different views and role-based interactions was an unexpected plus.



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— *Stephen Messenger,
Software Engineering Manager,
NAPP Pharmaceutical Group*

“The system is intuitive and easy to use,” says Mr. Clark. “Anyone who can find their way around a web page can figure out how to use this.”

After deciding to deploy the NextDocs solution, NAPP worked with Focused Consulting to migrate more than 10,000 documents from the Documentum/QUMAS environment. NextDocs worked closely with Mr. Messenger’s team and with users at NAPP to configure the solution and its workflows to meet user needs. Project champions from each business group participated in the project and became the de facto experts who in turn trained the other users in their groups to use the system.

The Result

NAPP went live with the NextDocs Document Management System in August 2010. More than 400 people regularly interact with the solution. Of these, half create and store SOP content; the other half review and consume that content. User acceptance of the system has been far greater than either Mr. Messenger or Mr. Clark had anticipated. Not only do users seem to like working with the NextDocs solution, but no one is trying to use the splinter systems that had been created to support document management during the dark days of the Documentum/QUMAS-based solution.

It is not hard to see why the organization is more satisfied. The NextDocs solution provides:

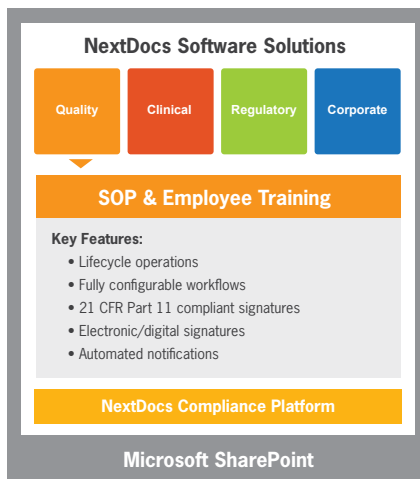
- » High availability and performance
- » End-to-end process management
- » Ease of document search and discovery
- » Digital signature support
- » Secure printing and network printer support

The NextDocs system also provides good reasons for the NAPP IT department to be pleased. Where the Documentum/QUMAS-based solution required the equivalent of a full-time administrator, the NextDocs Document Management System requires one-fifth of an FTE. That’s an 80% reduction in administrative overhead. Inbound calls to the NAPP service desk are also down substantially. Users simply do not have the issues or questions that they had with the old system. That enables personnel at the service desk to spend more time focusing on other issues that are crucial to the company.

Given the nearly universal dislike of the Documentum/QUMAS-based solution, Mr. Clark and Mr. Messenger knew that any new system would be an improvement, but they were unprepared for the enthusiasm that the new system has generated. It’s not simply that users have stopped complaining. Other business units within NAPP, as well as some external partners, are approaching them and asking how they can get their teams onboard with the NextDocs solution.

“People are interested in the system,” says Mr. Messenger. “They see it’s working and want to participate. That to me is a very big indicator of success.”





NextDocs SOP Management System

The NextDocs SOP Management solution provides a complete solution for managing Standard Operating Procedures and related processes in a SharePoint-based system. With the ability to track related change control documents and maintain associated employee training records, it is a complete, out-of-the-box SOP management system.

The NextDocs SOP Management solution is part of the NextDocs Document Management System, which includes a comprehensive set of features that addresses all ICH, FDA, EMEA, and MHLW regulatory requirements.

The Employee Training solution allows the ability to create quizzes or questions and to then link them to any SOP stored in SharePoint for evaluation. Scoring thresholds as well as pass/fail standards can be set up to measure employee progress. Test results can then automatically update an employee's training record.

Key Features and Benefits:

- » Support for and enforcement of your business processes
- » Decreased time to review and approve documents
- » Significantly decreased handling of paper
- » 21 CFR Part 11 compliance
- » Streamlined validation, assisted by our validation toolkit
- » Streamlined deployment and increased user acceptance due to our familiar user interface
- » Ability to provide user interface in the local language
- » Decreased cost of ownership and accelerated return on investment



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NextDocs is the global leader in providing Microsoft SharePoint-based document and quality management solutions to life sciences organizations. It enables businesses in regulated industries to achieve compliance with FDA and other agencies while automating processes, improving efficiency and dramatically reducing costs. NextDocs customers include Pharmaceutical companies, Bio-Techs, Medical Device companies and CROs.

For more Information visit www.nextdocs.com