

Implementing a Global Veeva Vault Quality Management System (QMS) for a Biopharmaceutical Company

Clarkston Consulting recently partnered with a large leading biopharmaceutical company to support a multi-year Veeva Vault Quality Management System (QMS) implementation. After several recent acquisitions, the client had an instance of Veeva QMS, Sparta Trackwise, and Oracle Agile as their quality management systems globally.

These three disconnected legacy systems made it hard to align and automate processes, improve functionality, connect information and provide timely reporting, and work smoothly with external partners.

The client partnered with Clarkston to implement a unified Quality Management System (QMS), replacing their outdated legacy systems. Over three years, the Veeva Vault QMS implementation aimed to streamline operations and impact thousands of users across more than a dozen offices globally.

Life Sciences Case Study

PROJECT OVERVIEW



INDUSTRY:



Life Sciences -
Biopharmaceutical

PRODUCTS AND SERVICES:



Virology, Oncology,
Inflammation, COVID-19
treatments

PRIMARY OBJECTIVES:

- Consolidate 3 quality systems from multiple disparate systems into a unified global quality system
- Migrate data seamlessly from legacy systems to ensure smooth transitions
- Standardize and streamline business processes across acquisitions to ensure consistency for similar workflows
- Implement an end-to-end change management strategy to drive strong user adoption
- Develop a just-in-time training strategy and comprehensive documentation for fast and efficient onboarding

RESOLUTION:

- Collaborated with over 300 team members globally to design a unified, end-user-focused QMS
- Migrated and replaced legacy management systems with full data integration
- Designed, implemented, tested, and customized 13 system modules to meet client-specific needs
- Delivered personalized, high-touch support to diverse user groups across multiple time zones during critical periods, ensuring white-glove service

KEY BENEFITS:

- Implemented a global QMS system across 10+ sites, designed to scale with future growth and acquisitions
- Leveraged master data and conditional logic to improve data entry, data integrity, and reporting
- Enhanced business agility and responsiveness to adapt seamlessly to evolving needs
- Achieved supply chain traceability by connecting lot, product, and supplier information for seamless product release
- Developed a comprehensive training strategy to improve the user adoption experience
- Deployed Veeva QMS to RIM Connector, efficiently linking Change Control and Regulatory Impact Assessment
- Created a centralized view of supplier status with enterprise-wide visibility into the supplier network

KPIs

- 13 modules designed and implemented
- 4,500+ QMS end users trained globally
- 320 training documents developed and updated

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