

DocXellent™

ENSUR ✓ *CASE STUDY*



ENSUR Helps Nutritional Supplement Manufacturer Improve Internal Processes and Reach Efficiency Goals

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Introduction

International Vitamin Corporation (IVC) is a leading supplier for vitamins and related health products within the nutritional supplements industry. Their mission is to offer the most efficient supply chain to their customers, produce products that provide value, and enrich the health of their consumers.

However, IVC's manual document management system made it challenging to adhere to their Standard Operating Procedures (SOP) review policies and made it difficult to process document reviews and approvals promptly. As their company continued to grow, they also expected additional collaboration challenges amongst their multiple facilities throughout the country. Wanting to surpass these obstacles, IVC decided to invest in ENSUR. After implementing the document management software, IVC was able to improve its processes around every kind of document they added and address many of the issues they had with previous manual document management.

The Problem: SOP Reviews Were Taking Too Long and Tracking Paper Copies Was Challenging

Throughout their history, International Vitamin Corporation initiated an SOP review cycle every other year. However, the entire process would take months to complete. And often, the SOP review cycle was not fully completed, nor was it documented correctly.

SOPs were taking too long to approve because IVC's manual process included passing around paper copies to obtain signatures. The company never had a system in place to efficiently track these documents. Often, it was a guessing game to figure out "who's desk is it on now?" And, as employee turnover occurred, it was a challenge to pick up work from where those employees left off and keep IVC's document lifecycles going.

The Evaluation: Would an Electronic Document Management System (EDMS) Really Make an Impact?

International Vitamin Corporation knew they needed a better document management system, but was an Electronic Document Management System (EDMS) the answer? The company considered different solutions and several factors. Among the most important were price, flexibility, and ease of use.

IVC searched for a document management system that was both cost-efficient and did not require intensive training to utilize. They also realized that if they chose an EDMS, it had to work seamlessly with their bi-coastal operations and provide support when needed.

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The Solution: A Document Management System That Is Adaptable and Improves Workflow

After evaluating all their options, International Vitamin Corporation chose ENSUR for their document management needs. The following features of ENSUR were the ones that IVC felt were most beneficial to their company:

- Provides test scripts for validation
- Ability to see exactly where a document is throughout its process
- Can run reports to see documents pending/overdue for periodic review
- Flexible enough to make changes when needed
- Offers a quality customer support portal
- Easy-to-learn software platform

The Outcome: Moving IVC's Paper Documents Over to an Electronic Platform with ENSUR Solved Many Business Issues

The IT/QA Manager for International Vitamin Corporation is also the designated Systems Administrator for ENSUR. She is responsible for computer systems validation, working with users to complete the test scripts, writing summary documents, and submitting them for approval through ENSUR. She assists IVC in finding ways to use ENSUR to help solve their various business problems.

The first way that she felt that ENSUR helped improve IVC's business processes was by moving their paper documents over to an electronic format. This switch drastically improved their document's approval routes specifically when signatures from busy executives who travel frequently were needed. The electronic format introduced flexibility to that signature process.

Additionally, with its periodic review feature, IVC was better able to adhere to its SOP review policy. Instead of their previous drawn-out, cumbersome process that usually stalled, IVC could now easily run reports. They could figure out which documents were still pending versus those that were overdue for their periodic review. This provided them with the ability to stay on top of all their documents in a timely manner. IVC's Supplier Qualification department then became able to use periodic reviews as well. They received reminders when it was time to ask their suppliers for updated paperwork and action items needed to follow-up on previous documents.

Another distinct advantage of ENSUR is knowing exactly where a document is within its process. This ability has improved the process around every document that IVC added to ENSUR. Conducting document reviews and obtaining approvals is now a faster and more

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straightforward process for their company. ENSUR's flexibility brings heightened adaptability to IVC, enabling it to change a document's route, assign a new document owner, and un-do a checkout or set up a proxy with ease.

With ENSUR's distribution email ability, the right people stay informed of any document updates. This way, IVC can be sure that everyone is accessing the latest document version. And, with ENSUR's publishing feature, IVC can grant people access to their documents when necessary without them needing to have an ENSUR account.

Best Practices: Double Check Settings and Utilize Customer Support Portal

IVC's IT/QA Manager trains all employees on ENSUR before setting up their accounts. She considers ENSUR an easy-to-learn document management system and simply has to occasionally re-train executives who do not use the system that much on certain functions.

She is also impressed with DocXellent's customer support portal and encourages users to explore it for its wealth of helpful content on how to use the software. Additionally, she feels that DocXellent's support team is phenomenal. They always respond to her emails right away with an answer or solution. Sometimes, they even follow up with another email that provides an alternate way or some additional information.

As International Vitamin Corporation has grown, ENSUR has also made collaboration across its multiple facilities better and more efficient. For example, a salesperson in California can now submit a form to set up a new product, where a packaging engineer in South Carolina then reviews it. Once the document is approved, it gets distributed to the Data Engineering department in New Jersey so they can work on it. In IVC's previous manual processes, this collaboration across locations would have been laborious and time-intensive, if not impossible. Overall, ENSUR has significantly improved the efficiency of the company's document workflow, saving them time and resources and allowing employees to focus on growing the business.