

Pharmaceutical sector case study

How an effective Document Management and destruction services helped a global Pharmaceutical company comply with stringent industry regulations and ongoing audits.

The Problem

"Because we have such stringent auditing protocol in our industry, managing our company's financial information, client data as well as incredibly sensitive R&D work was a huge challenge, especially with the frequency of external and internal audits. We were struggling to control which records should be kept and the lack of a formal confidential shredding solution internally had caused issues with an FDA audit and was something we needed to implement."

The Solution

"We were recommended Filebase by a supplier of ours who also happened to use them for shredding so we got them in for a chat. Because they look after other pharmaceutical companies, they had an understanding of the extreme pressure and rigorous standards that the auditing process puts on us. This immediately put us at ease about off siting or information.

Filebase uplifted all of our sensitive records, took them back to Filebase, bar-coded them and they were viewable on line ready for recall should we need them. They also put lockable consoles throughout our offices and now staff put all paper waste in them and they are emptied whenever we need them to be."

The Result

"Because all of our records are bar-coded and viewable on the system, we have a very robust and organized way of managing our information. Not only that, but because everything is now displaying a destruction date and FileBase alert us when this is up, we know we are not retaining records longer than we should. We were much better equipped in our most recent audit to deal with issues around data control, access and confidentiality because of the professional solution FileBase had helped us to implement."

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