# Penn Pharma Increase Efficiencies

Penn Pharma is a leading provider of fully integrated and cost effective pharmaceutical development and custom manufacturing services to the international healthcare industry, whose services support a fast and effective route from clinic to market. Penn Pharma provides unparalleled service offerings developed over its 30 year trading history.

## The Challenge

As with all pharmaceutical development and manufacturing customers, Penn Pharma have a wide range of standards and regulations that require transparency in how information is managed within the business and that need to be managed and maintained every day.  Of particular importance is the US 21CRF Part 11 regulation, which highlights electronic signatures and validated databases with secure audit trails as key requirements for compliance.

In many organizations the task of tracking the life cycle of information is a time-consuming, manual process.  For Penn, the incumbent solution was labour and cost intensive and also lacked the visibility needed to ensure that these regulations were being met consistently across a large number of users.

## The Solution

The answer was to find a single automated solution which could be moulded to their unique requirements.  As Kate Marshall, Validation Co-ordinator for Penn Pharma stated "We were looking for a compliant electronic document system that would give the business control over document status, revision control, security and one that could integrate into our business model."

After examining their options Penn chose Sword Achiever, citing flexibility and ease of use as key factors in the decision, and deployed their software across 200 users. Kate added "We chose Sword Achiever for the efficient and user friendly system which looked professional to clients yet remained flexible enough to be configured to our business requirements."

*"The AchieverPlus system gives easy, user friendly system access to users, provides electronic signatures and audit trials for increased efficiencies but is also complex enough to allow different access levels and controls for user groups."*

Kate Smith
Validation Co-ordinator
Penn Pharma

## The Benefits

Upon deployment of the system, Penn have increased their efficiencies throughout the document review process including time management for reviews, visibility through the system for document status, increased security of revision control and an increase in confidence that only the most current document can be used. The Sword Achiever report function also allows them to print out their key performance indicators for document management and insure that all periodic reviews of documents are completed.

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## The Future

After the successful role out of document management, further modules are currently being deployed with issues management and training and skills being the next in line with audit, equipment and risk modules to follow.

Deborah Young, Business Unit Director for Sword Achiever, stated "We are extremely proud to be able to offer Penn Pharma a solution which enables them to increase their efficiencies across their business. The Sword Achiever suite is well known for being an easy to use solution which gives users full flexibility to be able to configure the software to their exact needs. We look forward to helping Penn in the future with the addition of more modules from our offering."

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