

Cloud-Native EQMS




Case Study

THE GLOBAL CARRIER'S POWER MOVE —
CONTROL, COLLABORATE, AUTOMATE



Website
www.qualityze.com



The global logistics leader—an S&P 500 supply-chain leader with more than a century of logistics innovation—moves over 20 million shipments a year for life-sciences, food & beverages, and high-tech manufacturers. Yet its own internal quality workflows were far less streamlined: regional SharePoint drives, email threads, and ad-hoc spreadsheets made global compliance and real-time visibility nearly impossible.

To eliminate those silos and future-proof its operations, The global logistics leader turned to Qualityze's cloud-native, AI enabled Enterprise QMS. The goal? Stand-up a single, validated platform that unifies document control, NC/CAPA, audits, complaints, and change management—while driving hard savings on admin overhead and speeding data-driven decisions.

With Qualityze, The global logistics leader now orchestrates end-to-end quality processes from one secure Salesforce backbone, giving every site—from Minneapolis to Rotterdam to Singapore—instant access to the same up-to-date SOPs, dashboards, and risk metrics. Early pilots show transactional costs down more than a third and corrective-action cycle time cut nearly in half—clear proof that smarter quality tech fuels smarter supply chains.



Understanding the Customer's Business Challenge

Over three decades of aggressive growth—organic expansion, international joint ventures, and strategic bolt-on acquisitions—The global logistics leader (aka the Fortune 500 3PL giant) found itself running a patchwork of quality systems. Each site had carved out its own way of working: regional SharePoint repositories, home-grown Access databases, and a handful of niche SaaS tools for documents, NC/CAPA, audits, complaints, and change control. What looked “digital” on paper was, in practice, a maze of disconnected workflows held together by email chains and spreadsheet trackers.

The complexity carried real business risk. Duplicate SOPs, inconsistent version control, and manual data re-entry slowed investigations, obscured audit readiness, and made global reporting almost impossible. Senior leadership lacked a single dashboard for critical KPIs—non-conformance trends, CAPA cycle times, audit findings—leaving them to stitch together regional slide decks every quarter. Meanwhile, escalating FDA and EMA scrutiny meant that even a minor data discrepancy could trigger costly remediation or shipment holds.

Recognizing that quality fragmentation was throttling both compliance confidence and operational agility, the firm's executive team mandated a “one-platform” strategy: consolidate every major EQMS process—document control, NC/CAPA, complaints, supplier quality, audits, change management, and training—into a unified, cloud-native system. The vision was bold but non-negotiable: real-time visibility, global standardization, and the scalability to support future sites without another round of IT sprawl. They quickly discovered, however, that replacing a tangle of legacy applications with a single enterprise solution would demand rigorous vendor evaluation, deep configuration flexibility, and ironclad change-management discipline.

Software Solution & Strategy

After an exhaustive global RFP that pitted every top-tier EQMS vendor against one another, The global logistics leader's Life Sciences division selected the **Qualityze AI enabled EQMS Suite**. The diligence went far beyond glossy slide decks—teams ran sandbox trials, hosted “day-in-the-life” workshops, and even conducted an onsite vendor audit to inspect Qualityze's SDLC, validation protocols, and customer-support playbooks. Qualityze cleared every gate, demonstrating mature processes from development through post-go-live support—critical for a business operating under FDA and EMA scrutiny.





Qualityze's ability to **consolidate disparate quality tools into one intuitive system** sealed the deal. The modern UI let users transition from legacy SharePoint folders and spreadsheets without a steep learning curve, while its Salesforce foundation satisfied the global logistics leader's strict requirements for enterprise-grade security, scalability, and analytics. Executives also valued the out-of-the-box dashboards and role-based permissions, which delivered real-time visibility without custom coding.

Beyond consolidation, the platform **unlocked collaboration across continents**. Quality, Regulatory, and Operations teams now work from the same data set, applying standardized workflows and sharing best practices through in-app tasks and automated notifications. Five purpose-built automations—ranging from region-specific document numbering to push-button NC/CAPA generation—eliminated manual hand-offs that once stalled issue resolution.

The result is a **fully validated, single-source EQMS** that meets global compliance mandates while empowering the global logistics leader's quality professionals to focus on improvement, not paperwork. With 320 licenses already live and more regions coming online, the organization has its first truly unified quality backbone—setting a new benchmark for efficiency, transparency, and audit readiness across the enterprise.



Enterprise Benefits Achieved by The Global Logistics Leader



After replacing fragmented, site-level systems with the Qualityze EQMS Suite, C.H. Robinson realized organization-wide gains that extend well beyond basic compliance:



End-to-End Process Efficiency

Automated document control, NC/CAPA, audit, complaint, and change-control workflows enhanced by AI, cut manual touchpoints by an estimated 40%, shortening cycle times and freeing quality staff for higher-value analysis.



Standardized Best Practices

Harmonized SOPs, forms, and approval paths ensure every region follows the same playbook—yielding consistent outputs and audit-ready records.



Seamless e-Signatures

Integrated electronic signatures accelerate reviews and approvals while maintaining full 21 CFR Part 11 traceability.



Global Regulatory Confidence

A single, validated platform now anchors FDA, EMA, and Health Canada requirements, dramatically reducing inspection findings and rework.



One Source of Truth

All quality data—documents, records, dashboards—resides in a central, permission-controlled repository, eliminating version confusion and data silos.



System Consolidation

Eight legacy SharePoint sites and local databases were sunset, lowering IT overhead and licensing spend.





Turnkey Validation

Out-of-the-box IQ/OQ/PQ documentation satisfied internal CSV teams and external regulators, shaving weeks off project timelines.



Executive Dashboards

Real-time KPIs for NC trends, CAPA effectiveness, audit status, and risk profiles give leadership instant visibility across continents.



Cost Reduction

Annual quality-system and administrative costs dropped an estimated 30%–50% through automation and platform consolidation.



Data Continuity

Roughly 100,000 historic quality records were migrated with full lineage, ensuring uninterrupted operations and audit traceability.



Scalable Architecture

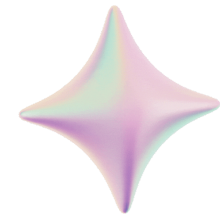
Salesforce-based infrastructure allows rapid onboarding of new sites or business units without additional hardware or lengthy IT projects.



Companies committed to world-class service—like the customer-centric 3PL provider—leverage Qualityze’s flexibility, security, and analytics to elevate operational excellence, mitigate risk, and meet global compliance demands while positioning themselves for future growth.



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