intellect

ATTWILL MEDICAL SOLUTIONS:

88% TIME SAVINGS WITH AI-POWERED QUALITY MANAGEMENT SYSTEM

THE COMPANY

Attwill Medical Solutions, a leading medical device developer and CDMO (Contract Development and Manufacturing Organization), specializes in a range of healthcare products, including pharmaceutical ingredients, vaccines, probiotics, supplements, and more.

With a strong commitment to quality and innovation, Attwill Medical Solutions is a trusted partner for pharmaceutical and life sciences firms around the world. The company has been at the forefront of advancing healthcare through its diverse product offerings and state-of-the-art manufacturing processes, pioneering new technology and delivering consistent excellence for their clients.

THE PROBLEM

When Christina Colucci began her tenure as a Senior Quality Assurance Engineer at Attwill, she was charged with administering the company's existing QMS software. Unfortunately, that system fell short of meeting compliance standards, which posed a significant risk to the company's quality assurance and regulatory obligations. The existing software also created significant operational challenges, both for Attwill and their customers.

To meet their quality management compliance standards, Attwill was frequently compelled to resort to paper-based processes. They stored many of their QMS documents on shared network drives, where version control was a constant challenge. This often led to duplicate document control records (DCRs) and misplaced files. The company used Microsoft SharePoint to collaborate with customers, but routinely got negative feedback about that system from clients.

The company's existing QMS also lacked essential features such as workflow automation, effective collaboration tools, and a user-friendly interface. That resulted in time-consuming manual processes and delayed decision-making. System administration was extraordinarily burdensome, consuming roughly 60 hours per week.

THE SOLUTION

In response to these challenges, Colucci advocated for the implementation of a new QMS solution that could address these critical shortcomings and enhance the company's operational capabilities. She had extensive experience with some of the best-known applications on the market, so she clearly understood the shortcomings of the major players. "Some of those packages have strong name recognition," she commented, "but that's just about all they have. At my last company, we couldn't tailor workflows to meet our unique needs, and we were very limited as to which fields we could add. That made it necessary to deploy workarounds, which cost us a lot of time on an ongoing basis."

Intellect QMS, in contrast, offered robust functionality up front, paired with extreme configurability to make it readily adaptable to Attwill's processes. "With Intellect," said Colucci, "I can build whatever I want. I can start with the standard, out-of-the-box modules and modify them to suit our exact needs, or I can even build new functionality from scratch."

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Intellect QMS also offered a structured document control system with automated workflows, reducing the risk of non-compliance and ensuring that all documents were current and easily accessible. The system's electronic format improved visibility and traceability, enhancing collaboration and efficiency across departments.

Intellect's mobile capabilities were also a big plus, allowing Attwill employees to access and manage quality documents and workflows on the go. Automation and AI-powered features offered additional time savings, with document summarization, report generation, and proactive quality recommendations.
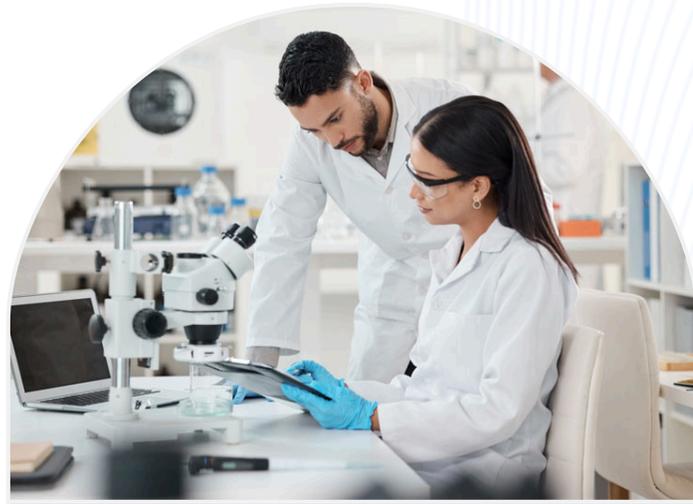
THE RESULTS

The transition to Intellect QMS went very smoothly. Colucci described it as "the easiest system I've ever had to implement." Intellect offered personalized attention to the project, which helped the company get value from the system very quickly.

The ease of use and customization capabilities of Intellect QMS made for a rapid deployment, minimizing downtime and ensuring business continuity.

Intellect QMS has helped Colucci and her team to achieve some very impressive results:

Increased Efficiency: Colucci personally reduced the time she spent on system administration from 60 hours per week to just 7. This 88% reduction allowed her to focus on higher-value activities such as client onboarding, risk mitigation, and audit management. Stakeholders throughout the organization report that Intellect QMS has saved them substantial time as well.

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>
> Christina Colucci, Attwill
> Sr. Quality Assurance Engineer

Improved Compliance: With Intellect QMS, Attwill has achieved better compliance with regulatory standards (ISO 13485, FDA regulations, etc.), improved audit outcomes, and stronger document control. The system's robust audit trail and validation capabilities ensure that all activities are thoroughly documented and fully compliant with industry regulations.

Enhanced Client Satisfaction: Clients have also responded positively to the changes, praising the clarity and professionalism of the documents generated by Intellect QMS. Faster turnaround times for deviation reports and other quality documents have strengthened client relationships and increased overall customer satisfaction.

Scalability and Flexibility: The extreme configurability of Intellect QMS has allowed Attwill to develop tailored workflows and applications to meet specific operational needs. Colucci has created multiple custom modules, including change controls, investigations, and environmental monitoring. This has even changed the culture at Attwill. "Now that people realize that I can design custom workflows and apps," Colucci commented, "they've started to speak up and propose additional process improvements."

Secure AI: Like many organizations, Attwill has explored the possibility of implementing AI apps, but is appropriately cautious about the need for robust security. As they began to explore the secure generative AI features embedded into Intellect QMS, Colucci and her team immediately saw the potential for even greater productivity and efficiency, without compromising data security.

> **"The secure AI features have the potential to bring even greater productivity and efficiency, without compromising data security."**

By transitioning to Intellect QMS, Attwill Medical Solutions not only overcame its initial challenges but also set a new standard for operational excellence and regulatory compliance.

With a user-friendly interface and efficient workflows, employees experienced less frustration and greater satisfaction with the quality management system. Intellect has helped the team to significantly reduce administrative tasks, shifting their focus to more strategic activities.

Auditors, customers, and executive managers also appreciate what Intellect has made possible at Attwill. The streamlined processes and reduced need for external validation services led to substantial cost savings, while improved document control and compliance management strengthened Attwill's reputation and credibility in the market.

The successful implementation of Intellect QMS has been transformative for Attwill Medical Solutions, enhancing the company's operational efficiency, compliance, and overall business performance. As the company continues to grow and innovate, Intellect QMS will remain a critical tool in maintaining the highest standards of quality and regulatory compliance. Christina and her team look forward to exploring new features and capabilities within Intellect QMS to further optimize their processes and drive continuous improvement.

Learn more about Intellect's No-Code Platform

Request a Demo!