

CASE

FIRSTDOC SYSTEM INITIATION AND OPTIMISATION

NNIT is an international IT service provider offering IT consulting and the development, implementation and outsourcing of IT services for regulated industries.

We create value for our clients by treating their IT as if it were our own. We use IT to support our clients' daily operations and help them achieve their business goals.

Owned by Novo Nordisk, NNIT employs more than 1,500 people. In 2010, our turnover was €222 million. Take a look Inside NNIT and at www.nnit.com

NNIT provides expert implementation and support for critical FirstDoc platform

When a global healthcare company first sought to implement a new document management system, they went directly to NNIT. For nearly a decade, the company has relied on the team of professionals at NNIT to implement systems to control documents, and to keep their business critical functions running smoothly. From support and troubleshooting, to configuring and customising the platform, NNIT's pool of experts ensures that this leading healthcare company can feel confident in their IT systems and focus on their business goals.

THE CHALLENGE:

Implementing a regulated document management system

In 2002, the customer, a leading healthcare company, wanted to implement a regulated document management system to primarily support the RD and RA organisations to meet their needs in the life sciences industry. The customer needed a system that would control documents under regulation, a platform that would ensure that managing documentation is done according to industry standards. More importantly, however, as this is a platform with such critical function to the company, the customer needed an expert team to seamlessly implement and support the system from day one.

“What they were looking for,” explains NNIT principal consultant Thomas Hornbæk Svendsen, “was a reliable partner to implement and maintain a corporate-wide system for managing regulated documents. A system like this is critical for our customer. They needed a sophisticated platform, and that requires sophisticated support; so they chose NNIT.”

THOMAS HORNBAEK SVENDSEN
NNIT PRINCIPAL CONSULTANT

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ABOUT FIRSTDOC

- FirstDoc document management
- 21 CFR Part 11 complaint
- Pool of GxP system specialists
- Platform customising and optimisation

THE SOLUTION:

An IT company with the resources and expertise

NNIT implemented FirstDoc for the customer's regulated document management needs, and has been involved in the system support and development from the very start. FirstDoc, with critical functions such as built-in CFR 21 Part 11-compliance, is the kind of comprehensive, but easy to use platform that NNIT's customer needed to meet and maintain industry standards.

"The FirstDoc system is mission critical to the customer," says Thomas. "If the system doesn't work, everything stops; vital processes are slowed down or even halted, and that can't happen."

Apart from its specialised knowledge of the life sciences industry, what made NNIT so qualified to handle this project is the company's extensive pool of specialised IT experts. As a GxP critical system, FirstDoc is highly sophisticated and requires experienced hosting and maintenance. For the leading global life sciences company, NNIT's team of specialists and proven track record with GxP critical systems were important factors in their choice."

THE RESULT:

A successful partnership

Since the initial implementation, the FirstDoc system is not only vital to adhering to maintaining industry standards, but it has also evolved into acting as a repository for the customer's project-oriented documentation, such as that generated during IT projects. Additionally, the FirstDoc system now acts as the backbone for electronic submissions, SOP distribution and SOP training for the customer.

Today, NNIT plays a critical role in the FirstDoc systems availability and success. Not only is NNIT significantly involved in the system's on-going maintenance and enhancement, but the company is also responsible for hosting the system and for providing support to the customer's global organisation. This makes NNIT a key-player, participating in on-going planning, implementation and validation of new or revised functionality. NNIT has also played a leading part in several system upgrades and data migration projects, which has placed them in the role of trusted advisor, being able to meet the customer's challenging business requirements and helping them work with technology providers.

"The partnership has, overall, been successful," Thomas observes. "We have been the company's dominant IT systems manager, hosting and maintaining the FirstDoc system - including upgrades, testing and platform customisations - ever since."

Please contact us at: nnitcontact@nnit.com to learn more about the case or our services.

