

Arcera Life Sciences Unifies Global Quality Operations with SmartSolve® eQMS

“Before SmartSolve, building a single, trustworthy view of quality performance was a nightmare. Now we can create standardized dashboards with one way of collecting and reporting KPIs.”

— Mouez Gaaloul, Senior Director, Digital TechOps (Digital Officer), Arcera Life Sciences

Situation

Arcera Life Sciences is a global life sciences company that focuses on developing, manufacturing, and commercializing innovative and proven medicines in key international markets. Headquartered in Abu Dhabi, Arcera was established by ADQ. With a large footprint reaching patients in over 90 markets, and manufacturing and packaging facilities in eight countries, the company offers more than 2,000 medicines across various therapeutic areas worldwide.

This rapid expansion created a complex operating environment across systems, teams, and regions. As part of its integration strategy, Arcera identified quality management as a key priority, with a focus on standardizing and scaling processes across the organization.

Challenge

As Arcera continued to scale, its growing network of systems and localized processes made it difficult to operate as a fully unified global organization.

Disparate systems and localized processes made it difficult to operate as a fully unified global organization. While these approaches reflected strong local practices, they introduced fragmentation that limited consistency and hindered the ability to share insights and scale best practices across regions.

At the enterprise level, the lack of a single, trusted view of quality performance reduced visibility and slowed decision-making. Critical data remained distributed across multiple systems, making it harder to proactively manage performance and respond with agility.

Recognizing these challenges, Arcera identified an opportunity to move beyond system harmonization and establish a standardized, scalable approach to quality management that could support continued growth and improve operational alignment.

Solution

IQVIA partnered with Arcera to implement SmartSolve®, a cloud-based enterprise quality management system designed for life sciences organizations operating at scale.

SmartSolve was selected based on its ability to support Arcera's global quality transformation, alongside several key factors:

- Established partnership with IQVIA and prior successful collaboration
- Peer validation through industry references
- Flexible implementation approach to support rapid deployment
- Alignment with Arcera's long-term analytics and digital strategy

“When we looked at the overall solution, technology, relationship, partnership, and flexibility, IQVIA's SmartSolve was at a much higher level than the other options.”

Arcera adopted a minimum viable approach, deliberately avoiding customization to accelerate deployment and reduce complexity.

The rollout was executed against a fixed deadline, with the legacy system shut down on January 1 following a nine-month implementation. Optimizations in areas such as data migration and system interfaces helped maintain both speed and delivery quality throughout the project.

Strong executive sponsorship, clear governance, and close coordination with the IQVIA delivery team supported successful adoption across a diverse and globally distributed organization.

Results

The implementation of SmartSolve established a standardized quality foundation and improved how Arcera manages performance across its operations:

Standardized global processes

-  One system and unified workflows across all entities
-  Consistent definitions for KPIs and reporting
-  Elimination of fragmented workflows and duplicated effort

Improved visibility and control

-  Centralized data collection across all sites, enabling company-wide dashboards and analytics
-  Real-time visibility into deviations, changes, and compliance metrics
-  Earlier identification and resolution of quality issues

Increased operational efficiency

-  Reduced manual effort required to collect and reconcile quality data
-  More consistent execution of quality processes across the organization

Faster site integration

-  New sites onboarded using predefined SOPs and training
-  Reduced integration timelines through a modular, plug-and-play approach



Looking ahead

Arcera continues to expand its use of SmartSolve, with additional quality modules and document management initiatives underway as part of a multi-year roadmap.

With a unified data platform in place, the organization is strengthening its approach to performance management and preparing to expand into advanced analytics.

This positions Arcera to integrate new acquisitions more efficiently and maintain consistent quality practices across its global footprint.

About SmartSolve®

SmartSolve is an AI-enabled, Microsoft Azure-based platform that helps Life Sciences organizations streamline and automate global quality management and regulatory compliance.

[SmartSolve® eQMS](#) centralizes enterprise-wide quality processes, from design and manufacturing to post-market surveillance, while [SmartSolve® RIM](#) manages regulatory submissions, product registrations and health authority interactions. Built on industry best practices, SmartSolve connects teams, data, and workflows in a single platform to drive an optimized focus on patient safety, product quality and commercial performance.