

Transforming Quality Operations at Anemocyte with IQVIA SmartSolve® eQMS

“SmartSolve helped us cut the time required for document preparation and approvals by about 90%. What used to take days manually is now done in just a few clicks.”

— Giuseppe Aruanno, Quality Assurance Manager, Anemocyte



Situation

Anemocyte, a global pharmaceutical organization operating in a highly regulated environment, identified key opportunities to optimize its legacy paper-based Quality Management System (QMS). Manual document preparation, approvals, training sign-offs, and audit preparation were consuming significant time and limiting the effectiveness of internal resources.

At the same time, the organization recognized the importance of presenting a modern, robust, and digitized quality infrastructure to global customers, partners, and regulatory authorities. As the company continued to grow, executive leadership made a strategic commitment to improve efficiency, inspection readiness, and overall confidence in quality processes through the adoption of an enterprise Quality Management System (eQMS).

Challenge

Anemocyte faced several interconnected challenges common to organizations transitioning from manual quality systems to a single, digital platform:



Executive leadership required assurance that any new system would be intuitive, secure, and implemented within a realistic timeline to deliver measurable operational benefits



Quality processes were heavily dependent on paper-based workflows and manual signatures



Inspection readiness required extensive manual document gathering



Document and quality record preparation and approval cycles were slow and resource-intensive



Training status, KPIs, and compliance metrics lacked real-time visibility

While other QMS solutions were evaluated, SmartSolve differentiated itself through its usability, modular flexibility, and proven implementation approach.

Solution

IQVIA partnered with Anemocyte to implement **SmartSolve**, a modular enterprise Quality Management System designed specifically for regulated life sciences environments.

Several factors made SmartSolve the preferred solution:

				
Intuitive user experience compared with competing QMS platforms	Modular, step-by-step implementation aligned with Anemocyte's operational readiness	Enterprise grade compliance and security with ISO 27001 and ISO 9001 certification	Deep expertise in pharmaceutical quality processes and best practices	Proven experience deploying QMS solutions in healthcare

IQVIA's implementation team worked closely alongside Anemocyte in a highly collaborative manner, guiding the organization "hand in hand" through requirements gathering, configuration and company change management activities. Rather than imposing rigid timelines, IQVIA aligned the implementation plan with Anemocyte's site-specific needs and organizational capacity, ensuring sustainable value delivery.

The initial phase focused on document management and training, establishing a strong foundation for future expansion into change management, deviations, CAPAs, and supplier management using SmartSolve's AI-enabled modular platform.

"We trusted IQVIA from the beginning — in their SmartSolve product, their people, and the realistic, step-by-step implementation timeline."

— Giuseppe Aruanno, Quality Assurance Manager, Anemocyte

Results

The implementation of SmartSolve delivered immediate, measurable improvements across Anemocyte's quality operations.



Operational efficiency

- Approximately **90% reduction** in time required to prepare, approve, and distribute quality documents
- Automated workflows replaced manual paper-based processes, reducing organizational risk
- Digital approvals and signatures completed via web or tablet



Resource optimization

- Time savings equivalent to **four to five full-time employees annually**, based on managing 800–1,000 SOPs and work instructions requiring annual sign-off
- Reallocated capacity focused on product development, regulatory engagement, and other high-value activities



Inspection readiness

- Instant access to SOPs and quality records during inspections
- Significantly reduced inspection preparation time
- Increased confidence and reduced stress during audits and inspections



Visibility and control

- Real-time dashboards for training status, KPIs, and compliance metrics
- Enhanced executive and managerial oversight not possible with fragmented manual systems

“With SmartSolve, we’ve freed up the equivalent of four to five full-time employees each year, allowing our quality and regulatory teams to focus on higher-value work.”

— Giuseppe Aruanno, Quality Assurance Manager, Anemocyte

Looking ahead

Following the successful implementation of document management and training, Anemocyte is expanding its use of SmartSolve. Change Management is already underway, with Deviation Management and CAPAs planned as part of the organization’s broader quality transformation roadmap.

With SmartSolve, Anemocyte is building a connected, scalable, and future-ready quality management ecosystem, strengthening compliance while unlocking meaningful operational value to empower the future of medicine through biotech manufacturing innovation.

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.