

# PHARMACIA

## Records Management Software

Pharmacia Corporation is a leading global pharmaceutical company that invests more than \$2 billion each year to discover and develop medicines that improve the health and well being of people around the world. Major research and development activities are focused in many areas including cardiovascular diseases, cancer, arthritis, infectious diseases, and disorders of the central nervous system. In Canada, Pharmacia is the fastest growing company in the industry.

Pharmacia is committed to excellence in records management. Maintaining a high level of documentation is imperative in the pharmaceutical industry. At each stage of research and development, volumes of documentation, research data, study protocols, development history, and many other records must be created and preserved. The product approval process is rigorous.

As part of their Canadian records management initiative, Pharmacia turned to TAB. After consultation, a customized combination of TAB's products and services was deployed.

Lynne Palmer, Pharmacia's Facilities and Purchasing Manager describes the process and results:

"We implemented a network version of TAB's FileTracker software with Tabquik labeling. We used the software to publish a company records classification plan integrated with retention standards. We designed a selection of six standard colour-coded file and binder labels, which are meaningful to all of our records series. We converted files, implemented file tracking, and developed audit reports.

"We did virtually the same thing at the document level, i.e. classification plan, standards, retention, barcode labels, document tracking, auditing and reports. We also went through the same process for inactive records, but this time we implemented right down to the storage box level for all departments.

"For the pilot project, we deployed TAB's FileTracker software in our Medical department to track the lifecycle of files and critical documents. We can quickly find any document, which makes it easy to



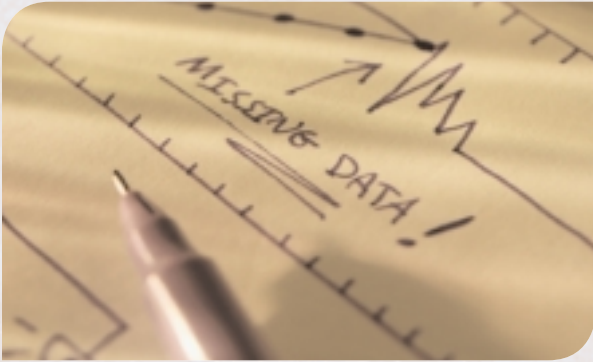
### The Pharmacia Corporation had these document needs:

- Seamless system for filing large volumes of documents for each project at each stage of research and development.
- The ability to quickly retrieve documents to comply with both company and external regulatory requirements.
- Finding a knowledgeable document company who could deliver a system for their specific needs.

comply with both our company and external regulatory requirements. We made excellent use of FileTracker's nesting capabilities. We can identify documents within files, and files within boxes, to track items by both their assigned and their current locations.

case study





“FileTracker has made the set-up and retrieval of records significantly easier. The query and reports function means that we can audit documents and files versus regulatory and corporate standards, and ensure that all the requirements are continually being met. Now, seeing the end result, I look forward to fully implementing FileTracker in other

departments, as well as linking FileTracker to our electronic records.”

However for Lynne, the major benefit to Pharmacia goes well beyond file tracking:

“The changes we implemented have provided us with better information about our documentation. Armed with better information, our users have been able to identify and develop other process improvements. For example, our users discovered an important issue as a result of the documentation audit reports, and they resolved it by changing the way the information is processed at the clinical level.

“The bottom-line is that our records management processes have taken a significant step forward with TAB. Our processes are easier, faster, and far more effective in comparison to what we did before.”



For additional information contact:

## ABOUT TAB

For more than 50 years, TAB has provided customers with comprehensive records management solutions. At TAB, we analyze the flow of information throughout customers' organizations so that we can recommend the right systems for maximum savings in time, space and money.

As the need increases to effectively organize, control and find mission-critical information, TAB designs its solutions to meet both functional and fiscal requirements, and, most of all, to help our customers grow.

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