

Case Study

# Unity Lab Services: Assurance of Current Content is Crucial to Success





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With an increasing number of files circulating among various repositories and with a growing potential for content to get out of control, the Unity Lab Services team found itself in need of a robust document management system. "We had a highly customized system, but it was no longer supported by our IT group," said John C. Brown, MCSE, Senior Systems Administrator at Thermo Fisher Scientific.

The document management system the Unity Lab Services team had in place was highly customized but not scalable for the organization's growing needs. And so the hunt for a new document management system began. "We narrowed our selection to three products, but only MasterControl could fulfill all our user requirements right out of the box," said Brown. "MasterControl also offered the fastest time-to-implementation. Plus, it was already in use by other business units within Thermo Fisher."

Since then, the remote administration and use of MasterControl has flourished worldwide throughout a variety of Unity Lab Services business groups. "We literally have users around the globe," Brown said.

## Current Content is King

The Unity Lab Services team leverages MasterControl's PDF "time bomb" feature to ensure that only current content is available. This functionality has resolved potential issues of workers having several outdated revisions of content in their possession. "On seeing MasterControl's controls and how we have leveraged them, one of our most meticulous pharma customers expressed their complete satisfaction in our document control process during a recent audit," said Brown.

In addition to the expiration functionality, another useful MasterControl feature that the team relies on to ensure current-only content is the use of Organizers. MasterControl Organizers are easy-to-use tools that provide a Windows Explorer-like view and help users find and access documents quickly. "This allows for a comfortable transition for people who are used to a Windows content structure," Brown said. "If they know how to use a browser, they know how to get their content." He noted that the use of Organizers also provides "tremendous granularity to control access at several different levels."

The dynamic nature of Organizers is often considered the greatest feature of the MasterControl system in such situations where users simply need access to the most up-to-date content. This is due to the Organizers' ability to ensure that only current content is delivered. This solution doesn't require any significant user training because they click on a link, and the user can access what they need through the Organizer.

## Form Customization

The Unity Lab Services team worked with MasterControl to develop a customized publishing overlay (a useful support option that is available to all customers). The team now has a secure, reliable PDF work form. "This has been tremendously helpful," said Brown. "It provides the ability to have secure live PDF forms which, in turn, has facilitated the broader use of the MasterControl system."

## Benefits of a File-Type Agnostic System

In order to manage the hundreds of different types of files—from configuration files to data processing files and almost everything in between—that they work with every day, they have taken advantage of a download utility that they created by leveraging the available MasterControl application program interface (API).

The Unity Lab Services team is currently managing roughly 10,000 documents in its MasterControl system and expects the number of training certificates managed in the system to increase by the end of 2016.

Brown said that MasterControl "sells itself once users become aware of its capability." The system has become so useful that the team at Unity Lab Services doesn't even have to promote MasterControl internally. "People have been coming to us and asking us to manage things in MasterControl," said Brown. "Part of that is because it can manage any file type. We have large files, video clips and many other content types in MasterControl."

## The Value of Validation Support

The test scripts and the unique transfer operational qualification (TOQ) MasterControl provided to Unity Lab Services sites while they conducted their performance qualification (PQ) were significantly beneficial, according to Brown. "The TOQ process is sound," he said. He added that validation should not be exclusive to companies doing business in regulatory environments if they want to get the most out of their quality management system. "While validation is a requirement for regulated businesses, I would encourage all sites to execute PQ for one simple reason: script execution is the best hands-on training a user can receive before going live," he said.

Regulatory agencies use MasterControl's fully validated and 21 CFR Part 11-compliant quality management software to provide a great deal of reassurance.

To learn more about how MasterControl can help your organization better manage documents and forms, please visit [www.mastercontrol.com](http://www.mastercontrol.com).

## About Unity Lab Services

Unity Lab Services provides a single source for integrated lab service, support and supply management. Unity Lab Services' customized service offerings and world-class service experts have the flexibility and experience to uniquely address your business needs. Whether you are looking to arrange for service on one instrument, or are seeking resources to manage service and support for all your labs, there is a Unity Lab Services solution to meet your business needs.

To deliver service solutions without boundaries, programs are offered for all instruments, equipment and laboratory supplies, regardless of vendor. As a laboratory partner, Unity Lab Services provides researchers what they need, when they need it, to maximize their ability to focus on science and drive innovation.

Learn more at [www.unitylabservices.com](http://www.unitylabservices.com).

## About MasterControl Inc.

MasterControl Inc. creates software solutions that enable life science and other regulated companies to deliver life-improving products to more people sooner. MasterControl's integrated solutions accelerate ROI and increase efficiencies by automating and securely managing critical business processes throughout the entire product lifecycle. More than 1,000 companies worldwide, ranging in size from five employees to tens of thousands, rely on MasterControl cloud solutions to automate processes for new product development, clinical, regulatory, quality management, supplier management, manufacturing and postmarket surveillance. MasterControl solutions are well-known for being scalable, easy to implement, easy to validate and easy to use. For more information, visit [www.mastercontrol.com](http://www.mastercontrol.com).

Contact information and addresses for other regional MasterControl offices and MasterControl partner offices are listed on the MasterControl website at [www.mastercontrol.com](http://www.mastercontrol.com).

