

Linical Uses Qualio to Streamline CRO Efforts and Help Biotech and Pharma Companies Secure Regulatory Approval

Time with Qualio / plan
5 years, 1000 users

Impressed by
Ease of use, hyperlinks

Vertical
CRO

Targeted regulatory submission
N/A

Favorite features
Document management



Linical is a global contract research organization (CRO) that provides expertise to pharmaceutical and biotech companies to help them bring drug therapies from the development stage through the clinical trial and regulatory approval processes. The company, which was founded in 2005 and is headquartered in Japan, focuses the bulk of its work on oncology, infectious disease, and CNS research.

The Challenge

As pharmaceutical and biotech companies scale, there eventually comes a time when managing processes like documentation using paper-based, home-grown systems becomes impossible. This is precisely the position Linical found itself in a few years ago when it merged with fellow CRO Accelovance to grow its global footprint.

The Solution

As it happened, Accelovance had the foresight to implement and use Qualio as an enterprise quality management system (eQMS). After the unification took place, Linical examined Qualio themselves, liked what they saw, and decided to implement the solution across the entire organization.

In particular, Linical was looking for an eQMS that was easy to use, easy to maintain, familiar to the market and cost-effective. Qualio checked all the boxes. At this time, Linical has more than 950 global users on Qualio, and more users are added as the company continues to scale.

The Results

Tyler Cochran, Executive Director of Quality at Linical Americas, joined the team in July 2020. Over the course of his career, he became familiar with some of the larger QMS solutions, like TrackWise, Veeva Vault, and MasterControl. In a few short months, he's been very impressed by what he's seen with Qualio.

Here are some of the benefits Qualio delivers to Linical.

1. Quick deployment

Having deployed larger solutions at bigger global organizations in the past, Cochran is used to QMS platforms that take a long time to implement and an even longer time for users to get up to speed on.

“The amount of uptake for those systems is mind-boggling,” Cochran says.

The experience has been completely different with Qualio, which he and his team find easy to use.

“When I think about the platform, the first word that comes to mind is *simplicity*,” Tyler Cochran, Executive Director of Quality at Linical Americas, adding that Linical was able to rapidly transition to Qualio after the Accelovance merger. “Qualio makes a great first impression. People don’t have the same reaction that I’ve seen with larger, more complex solutions that tend to seem overwhelming.”

2. Streamlined document management

In previous roles, Cochran has had challenges with document management, as has the rest of the rest market.

“The review cycles, the review process, and just the ability to get documents into the system required dedicated document managers one time,” Cochran explains. “That’s not necessary with Qualio.”

Cochran’s team was able to quickly learn how to operate the system, manipulate documents, and send them for approval in what’s become a quick, repeatable cycle. “I don’t think Qualio impedes the process in any way,” Cochran says.

3. Audit support

When it comes to passing internal or external audits, “it all goes back to ease and simplicity with the quality management system,” Cochran says. This is where Qualio shines.

“You can get any document you need very quickly and present it within a matter of minutes,” Cochran explains. “compared to other systems that require long, drawn-out processes that are not necessarily as quick or friendly.”

One of the main ways Qualio speeds up this process is through hyperlinks, which weren’t found in the other QMS solutions Cochran used in the past. “You can look at an SOP in Qualio, see the list of associated documents, and click hyperlinks to retrieve information immediately,” Cochran continues. “That’s one feature I’m greatly enjoying.”

To learn more about how Qualio can help your CRO add more value for clients, [schedule a demo of Qualio today](#).