



# Case Study

***“Workbench has replaced a series of sluggish, uncoordinated teams with an increasingly coordinated, efficient organisation.”***



## Company Background

In April 2009, CSL became part of The Food and Environment Research Agency. Fera aim to support a sustainable food chain, and protect the global community from biological and chemical risks. This requires them to provide robust evidence, rigorous analysis and professional advice to Government, international organisations and the private sector. Fera's work is underpinned by internationally recognised quality standards including ISO 9001 and ISO 17025.

Lynn Cullis, Fera's Senior Quality Systems Support explains why they chose Workbench to manage their documents and how it has transformed their organisation.

### What were Fera looking for when implementing the Workbench system?

Fera identified a need for a system that would:

- Reduce time and costs for Good Laboratory Practice /UKAS document control
- Provide a co-ordinated approach to SOPs throughout the organisation and across Quality schemes.
- Aide the role out of additional Quality schemes across the organisation.

### What made Fera choose Ideagen's solution over competitors?

We required a system that would be flexible, that could be adapted and used by staff working to a number of different Quality Schemes and that would be relatively user friendly. Other competitive systems appeared more complicated to set up and use as well as being more restrictive. Costs were also considered.

### How did Fera hear about Ideagen?

Fera found Ideagen's website through an online search for a Quality and Standards Management solution provider. Also, through word of mouth, the Ideagen name was repeatedly recommended.



Software solutions to increase efficiency, ensure traceability & deliver compliance whilst saving you money.



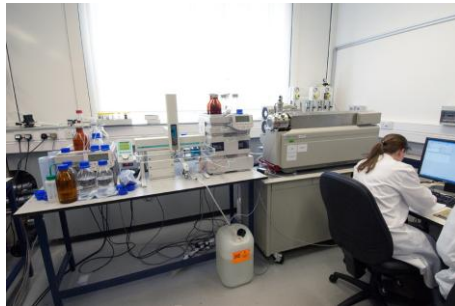
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## What system and modules did Fera implement?

After discussing our needs with Ideagen's Corporate Accounts Manager, Robert Clinton, Fera implemented Workbench Professional with the following modules:

- Document Control
- Non-Conformities
- Audits
- Intravista Professional

A 35 concurrent licence system was implemented to cater for the 500 users on site.



## What are the main benefits Fera have obtained as result of implementing Workbench software?

- Firstly, the IntraVista Professional module has enabled staff who are not based at our main site in Sand Hutton to access the same SOPs as those who are.
- Secondly, the Document Control module has ensured that 3000 documents are now available throughout the organisation. It has also helped smooth accreditation and certification processes.
- Finally, the whole Workbench Professional system has increased the efficiency of the Quality Systems Team Admin Support, from providing support to approximately 80 GLP staff to now providing support to all Fera staff.

## Future plans

After its successful impact at CSL, Workbench Professional is now being rolled out across all Fera sites.



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