

How did jComply help Smooth Pharmaceuticals save operational cost?

SMOOTH PHARMACEUTICALS

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Smooth Pharmaceutical Ltd is the authorised distributor for Irwin International, an American company known for its healthcare products and supplements. Smooth Pharmaceuticals has been importing and distributing the products of Irwin International successfully to all the major cities of Pakistan for the past few years.

"Tabaq Software has provided us a complete solution which has made document control very easy for us. We have been able to not only store all our documents in the jComply Document Library but now we can also track them through efficient version control system." Mr. Bukhari, Director at Smooth Pharmaceuticals.

The Challenge:

Being the authorised distributor of a major manufacturer of health care products and supplements in the USA, Smooth Pharmaceuticals were required to provide a complete system through which documents could be created, distributed and controlled. They needed a system to ensure that each document and form related to any order processed could be tracked back to the order form. Managers were busy filling out paperwork to process an order which constantly increased the operating cost of the company.

Smooth Pharmaceutical Ltd has its own network of distributors through which the supplements are distributed to major health clinics, spas, pharmacies and stores. These distributors have their own independent sales teams who go out in the market to sell the products. One of the major challenges faced by the company was the training of the sales teams. It was important to provide sales teams with updated information on various products. Sales teams could not convince their customers that they knew enough about their products, were not achieving their sales targets and there was a risk to end consumer's health if correct information was not passed on.

The Solution:

jComply is a complete policies and procedures management system, designed to help educate employees and implement compliance effectively within an organisation. With jComply, Smooth Pharmaceutical is now able to implement complete document control. Each order placed is processed through jComply, as a result all the forms and documents created are now accounted for.

In addition, the document management feature within jComply allows Smooth Pharmaceuticals to ensure that all documents are up to date, accurate and compliant. Version control ensures that every time a change is made in a

document it is version controlled and that the latest version is available for use without going through a number of files to determine which the latest is.

Furthermore, the eLearning module of jComply has provided a platform for the distributors to train and educate their sales team in much less time and cost. The teams log in to jComply and take their training and tests in their own time and convenience. Managers can attach documents, videos and pictures related to the products to provide better training to the sales teams.

The Result:

During the first year of implementation of jComply in Smooth Pharmaceuticals the company's operational cost went down by 5%. They have been able to completely eliminate paperwork from their ordering cycle. All the documents are stored and distributed through jComply. jComply makes it possible for them to distribute and train their employees on all the new products that they are importing thus increasing their efficiency and ultimately the sales of the company.

Central Markets no longer needs to waste valuable time and cost on photocopies and manual version control. jComply does everything from document management, training and testing the employees, version control and creating and distributing reports to the management.

About Tabaq Software:

Tabaq Software specialises in designing and developing enterprise compliance solutions for the heavily regulated sectors such as finance and banking, healthcare, pharmaceuticals, airlines, etc.

Our solutions not only help our customers mitigate the compliance risk but also help them in developing a strong compliance and corporate governance culture through training and educating their employees on the relevant policies and procedures.

Tabaq Software also provides bespoke software development services. The development services include application development, application re-engineering, application integration, mobile application development, web 2.0 development, content management systems, project management and complete outsourcing.

To learn more about Tabaq Software, visit www.tabaqsoftware.com.



About jComply:

jComply is a complete 360° application to introduce policies and procedures in the company. jComply enables you to create and manage policy documents using the built-in review and approval workflow, disseminates the documents to the employees, trains the employees, tests their knowledge on policies and procedures and generates reports on the company's compliance level.

Additional modules to support the process of compliance include accident and incident management, risk assessment, audit, forms and a mobile module for supporting field workers.

In this day and age, every mid to large size company is regulated by some authority or government body. For banks and building societies, it is FSA, EU, MiFID, FATF, Basel Committee; for healthcare it is BMA, CHRE, GCC, GOC, GMC and more; for pharmaceuticals, it is BNF, MHRA, FDA; for local and Central Government, it is ODPM, DWP etc. There are standards such as Sarbanes-Oxley, Basel II, IAS, etc. to comply with, depending on the sector in which the company is operating. Internally, companies have their own policies and procedures which employees and departments need to follow. Surprisingly enough, a lot of employees are not even aware of some of the common policies relevant to their businesses.

Failure of non-compliance with the industry related directives can result in serious consequences for the organisation such as defamation, imprisonment, financial loss, sanctions, loss of customers, etc.

More and more companies are embracing technology for process control. In order to not only survive but to thrive in today's highly competitive and regulated environment, companies have to ensure that their internal policies and procedures are in compliance with external policies and directives relevant to their businesses.

To learn more about jComply, visit www.jcomply.com.

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