

CASE STUDY

UL helps Sai Life Sciences Limited shift its paradigm for effective learning

Pharmaceutical and life science company Sai Life Sciences Limited, headquartered in India, was looking for a learning management system (LMS) for its training program. More than 2,000 employees involved in the entire life cycle of pharmaceutical products required training across all areas of the business. Manually tracking and maintaining training logs had become too cumbersome. Sai wanted to move away from paper training to an electronic system, so they began a search for an appropriate LMS.

Company overview

Company: Sai Life Sciences Limited

Industry: Contract research development manufacturing organization

Number of sites: 7

The challenge

In the pharmaceutical industry, training plays a major role to help personnel improve their scientific and technical knowledge skills through training mechanisms for drug discovery, development and manufacturing under current Good Manufacturing Practices (cGMP).

Sai's 2022 vision included a paperless work environment, so it needed to adapt an electronic LMS for training. It decided on the following requirements for its preferred solution:

- Effective and centralized training management across all sites
- Reviewal, retention and retrieval of good practice (GxP) training data electronically
- Advanced e-learning content
- Effective traceability and review of each action performed
- Quicker implementation of an electronic system

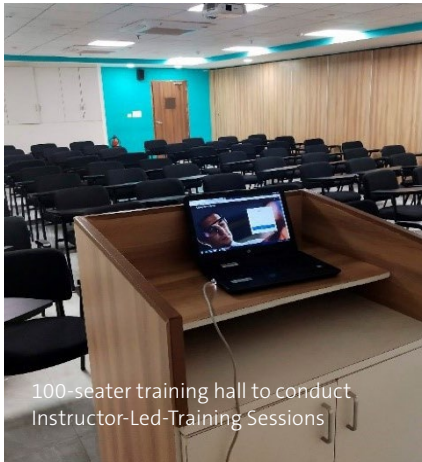
Because we are in a knowledge-based industry, we foster the skills and competency of our people through best-in-class L&D practices. We have mapped the learning needs of about 120 roles across all our sites and review them periodically. Training is organized in different categories like quality, technical, safety, soft skills and other need-based training. ComplianceWire® is well-configured per our procedural requirements, through which we ensure effective governance of training activities across all sites and set highest compliance standards.

- Dr. Damodharan M, senior vice president and head – global quality and regulatory affairs

CASE STUDY

ComplianceWire® is robust, scalable and configurable per our organization-specific needs and can integrate with GxP software. Centralized governance of training activities across all sites has become more effective and systematic. Automated user creation, schedulable compliance reports, system-generated reminder notifications, SCORM-based audio-visual training content development in UL Create are some of the key features of this application. Support extended by the UL team, both pre- and post- implementation of LMS is commendable!

- Mr. Vinoth Kumar GP, corporate training manager and LMS organization administrator



100-seater training hall to conduct Instructor-Led-Training Sessions

Training management and compliance monitoring across all roles and departments of our manufacturing facility has progressed significantly using ComplianceWire®. It is easy to retrieve training data during Audits from this application.

-Mr. Vinil Sai A, site training coordinator

UL's response

Using a set of selection parameters that included compliance with 21 CFR Part 11 and EU Annex 11 validation requirements, stringent technological and support specifications, and access to a wide range of training content, the Sai team unanimously chose ComplianceWire®, UL's web-based training and learning management solution, as the best system it evaluated and the right choice for the company.

After selection, Sai's top priority was to simplify implementation across all sites and users simultaneously. To audit and qualify UL, Sai's leader for global quality and regulatory conducted a physical audit to verify 21 CFR Part 11 Compliance Requirements at UL's facility in Princeton, New Jersey. Next, they completed a thorough mapping of Sai's training procedure and features of the ComplianceWire® application.

A test environment was then configured and enabled for approximately 1,800 users, who were assigned a trial learning module on data integrity. About 93% of users completed the assignment within four days, demonstrating how successful the LMS can be. Sai's technical administrators also evaluated and approved the operational qualifications for the LMS. Finally, the production environment was configured, and access rights distributed to administrations, who also received multiple training sessions.

In all, the LMS was fully implemented in less than 45 days, providing Sai with a qualified and 21 CFR Part 11 compliant application for all its employees, and a single point of contact and control for all queries, feedback and improvement actions.

First impression

- Application is easy to navigate
- User-friendly Application
- Effective Compliance Monitoring
- Trial assignment completion by 93% users
- Built confidence for Sai Management to adopt more new electronic systems

LMS administrators

- A team of 50+ personnel across all sites manage LMS with different access privileges
- 30+ personnel closely monitor LMS and compliance activities

GxP integrations with ComplianceWire®

- Integrations within 1 year of LMS
- LMS - HRMS integration
 - LMS - Single Sign-on integration
 - LMS - ULCreate Integration
 - LMS - Percipio Integration

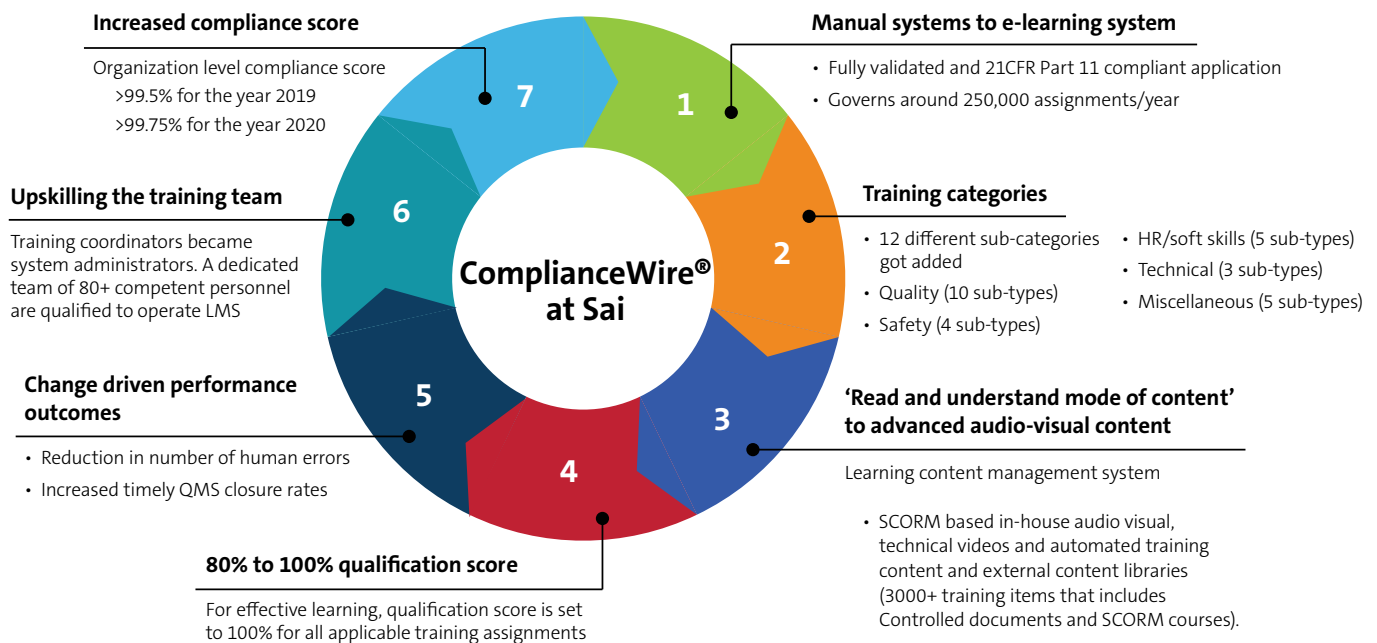
Results

In addition to the internal benefits for the company, Sai has received a number of industry recognitions after its move to UL's ComplianceWire® LMS. These include:

- ATD Excellence in Practice Award 2021 – Learning Technology (LMS implementation and integrations to LMS)
- ATD Excellence in Practice Award 2021 – Change Management (Quicker adaption of an electronic system, organization-wide)
- Prestigious Golden Peacock National Quality Award (2020)
- Learning Leader of the Year — 2020 (Dr.M.Damodharan), from Inventicon, Asia

Most common feedback from new employees during their induction training is that ComplianceWire® is an easy-to-navigate and user-friendly application.

-Mr. Nitin Rajendra Todkar, department training coordinator



Designed from its inception as a tool to serve life sciences, addresses stringent industry requirements at its foundation and it ensures highest level of regulatory conformance in its core. Life sciences companies around the world need a reliable qualification-based LMS designed specifically to meet the unique enterprise needs of the life sciences industry. Throughout the product lifecycle from research through sales, ComplianceWire® supports personnel training and qualification in conformance with local, national and international regulations. Sai's experience shows that finding and implementing a comprehensive and compliant LMS can be easy and rewarding.

ComplianceWire® is a secure, cloud-hosted application that meets the compliance requirements of an electronic system as per 21 CFR Part 11 regulations. Functionalities of ComplianceWire® and associated GxP integrations are validated and qualified as per internal procedures also.

-Mr. Narasimham Attanti, computer system validation expert

CASE STUDY

With the UL Create tool, creation of training modules incorporating audio-visual files and chapter wise evaluation for effective learning is ensured. It also supports One-click publish of developed courses to ComplianceWire® for assignments. It is easy to track and manage version updates of training items.

-Ms. Priti A. Paranjpe, e-learning content developer



State-of-the-art Manufacturing Block.

For more information about ComplianceWire®, please call 609.527.5300 or visit [UL.com](https://www.ul.com).

