



Client Story: A Global Healthcare Packaging Company

## Enabling an Efficient Global Computer System Deployment

Applications: CSV (Computer System Validation)

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### Introduction & Background

A Global Company Seeking Flexibility & Productivity

The customer, a global healthcare packaging company with operations in North America, Central America, Europe, and the UK, looked for a flexible digital solution to validate their SAP system and enable online collaboration—with the goal of maximizing the productivity of international validation team members over all validation processes.

# Challenges & Opportunities

## Timeline & Streamlining During COVID-19

The main drivers that led the customer to transition from a paper-based computer system validation (CSV) process to a digital solution was the requirement to manage CSV documentation with aggressive SAP project timelines and streamline the overall validation program at the organization during COVID-19.

Prior to implementing Kneat, the customer performed CSV on paper. As part of this procedure the company was shipping validation documents overseas to reviewers and approvers based in multiple locations. This cumbersome process was made even more challenging due to travel and workplace restrictions imposed by COVID-19 and their paper-based process was making company project timelines unachievable.

The customer's SAP Quality Functional Lead described the challenge, "Managing our paper-based CSV process during COVID was a nightmare and was taking an awful lot longer. Kneat was needed if we were to have any chance of achieving senior management's timelines." Having replaced the 'hybrid' validation process with Kneat, the customer found that the burden of printing and manual execution was lifted—allowing validation teams to thrive while working remotely, with the ability to access to all documentation and processes and gain full transparency.

The customer's IT manager, continued, "The experience has been great, and the Kneat team delivered on what they promised. Kneat's now used for everything in terms of IT compliance, for CSV, and facilities have also started using it for qualification testing. I think moving forward all the profits are going to be kicked off."

*"In terms of using Kneat as a project for holding SAP, for example, it was definitely an awful lot quicker and would have taken months off the SAP project. We saw huge savings in cycle times."*

- Client's SAP Quality & Functional Lead

# Solution Requirements & Purchase Decision

## Collaborative Online Solution, With Scope to Build-out

The logistical challenges of conducting in-person, paper-based CSV management during the pandemic led the client to look for a digital solution that would enable online collaboration of global teams to boost efficiency and could easily extend to drive efficiencies in other validation processes for the business.

“The ability for users in multiple locations to be able to seamlessly access the system and to be able to complete any validation activities that they had was the most important thing we were looking for in a validation solution”, said the customer’s SAP Quality and Functional Lead.

The value-added potential of Kneat to extend from CSV validation to other validation processes was also a requirement that was highlighted by the customer, who added, “The SAP project was the big driver, but Kneat will add to the overall validation program that we have here. We will be looking to extend Kneat to other systems. We work in a medical device pharma type field. Machine validations, process validations, material validations—Kneat can help multiple departments— and that’s where we are thinking there will be a lot of value in the future.”

Several vendors were shortlisted, with Kneat ultimately selected by the client. The key benefits of Kneat that drove the decision-making process were described by the customer’s SAP Quality and Functional Lead and included:

- ✓ Cost
- ✓ System ease of use
- ✓ Customer service for backup
- ✓ Training; and
- ✓ Timeframe for delivery for use



# Implementation

## Seamless Implementation, Virtually

After selecting Kneat, the customer was supported by Kneat's project team both before and after the go-live virtually. The team delivered full implementation including process setup, system configuration, user acceptance testing, and comprehensive, online end user training at Kneat Academy. The customer's SAP Quality and Functional Lead highlighted the quality of training, stating, "Kneat Academy training was very good. It was a step through all the functionality at a very basic level and very easy to understand, with practical case studies that we used...the end user training is quite straightforward."

# Results & Customer Experience

## Cycle Time Reductions & Responsive Service

Reflecting on the results achieved by implementing Kneat, the customer's SAP Quality and Functional Lead stated, "In terms of a project for holding SAP, it was definitely an awful lot quicker, with huge savings in cycle times. Since we went live with Kneat on our first SAP site we use Kneat for our entire suite of documents."

The client's project lead was very happy with the overall level of customer service that the validation team experienced, when supporting the client to meet their timeframes during their deployment of Kneat, commenting: "Our experience was very positive...the deployment, support, and even the sales teams were excellent—very responsive and easy to deal with."





# Kneat

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## Talk to Us

Find out how Kneat can make your validation easier, faster, and smarter.  
Start your validation revolution by speaking to our experts.

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