



CASE STUDY

How Florence Healthcare Unified Quality, Strengthened Collaboration, and Achieved Full Audit Confidence with ComplianceQuest

Florence Healthcare Enhances Quality Culture, Improves Audit Outcomes, and Gains Centralized Visibility Across the Organization



Background

Florence Healthcare provides a global clinical trials workflow platform that connects sponsors, CROs, and research sites to improve the execution of clinical trials. Founded about ten years ago, Florence supports thousands of sites worldwide through a software as a service model that facilitates secure document exchange, trial oversight, and process coordination across geographically distributed teams.

When Vice President of Quality and Compliance, **Nancy DiGiacchino**, joined Florence in 2022, the organization was still operating with a mix of disconnected tools for documents, training, audits and CAPAs. In a highly regulated industry where accuracy, audit readiness, and patient safety are essential, Florence needed a modern and centralized quality management approach.

Senior Quality Systems Manager Ekaterina Florence echoed the challenge. “Access to data, understanding data, and seeing connections in quality information is critical. Centralization is what lets you identify trends and act on them.”



We knew we had training records. We knew we had SOPs. We simply could not find them consistently or prove proper control.

We could speak to our quality processes, but we were not confident in the evidence.

—Nancy DiGiacchino,
Vice President of Quality and Compliance

Challenge

Florence Healthcare’s rapid growth required a scalable, integrated quality management system that could support clinical trial oversight and withstand the scrutiny of customer audits. Prior to centralized QMS solution, the quality team faced significant hurdles:

- Training records stored across multiple locations
- SOP revisions and training tracking are manual and error-prone
- Difficulty locating documents during customer audits
- A lack of visibility into trends, turnaround times, and data driven insights
- Growing pressure from customers who expected higher quality maturity

“We knew we had to scale fast and scale confidently. We simply could not continue with a spreadsheet based model,” Nancy said.

Solution/Results

Florence evaluated multiple options and selected ComplianceQuest for its comprehensive capabilities, Salesforce native architecture, and ability to manage the complete lifecycle of quality activities in a unified platform.

Implementation began in mid 2023 and followed a phased approach. Documents and Training were deployed first, followed by Nonconformance, CAPA, Audits, and Management Reviews. The approach allowed Florence to validate modules quickly and train users effectively.

The digitization delivered immediate impact.

“We now have data to prove everything. When auditors ask for training evidence or document history, we can present it instantly,” Nancy said.

Ekaterina added, “We received excellent internal support and collaboration early on. Training tasks are now completed on time, and we have one hundred percent completion.”

CHALLENGES

- Disconnected quality processes
- Manual and error-prone processes
- Limited visibility into training compliance
- Difficulty preparing for customer audits
- Lack of centralized data for quality metrics
- Increasing customer expectations around quality maturity

VALUE CREATED

- Zero critical audit findings across the past two years
- Major audit findings reduced from several per year to one or zero
- Full centralization of documents, training, and investigations
- Improved turnaround time for quality tasks
- Greater adoption and engagement in quality processes
- Stronger quality culture across the entire organization

SOLUTIONS

EQMS modules implemented:

- Document
- Training
- Nonconformance
- CAPA
- Audit
- Management Review

Stronger Audit Readiness and Dramatic Reduction in Findings

Audit performance improved significantly after implementing ComplianceQuest. Prior to digitization, Florence experienced major findings in majority of customer audits.

Results After Implementing ComplianceQuest (CQ):

Achieved a

75%

reduction in customer audit findings.

Eliminated

100%

of critical audit findings, significantly strengthening overall compliance performance.



“We know our quality has improved because the audit results show it. And that gives us confidence every time customers review us,” Nancy said.

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Culture Transformation Across the Organization

One of the most meaningful outcomes for Florence was the shift in quality mindset across employees.

Nonconformance reports began surfacing organically from teams. Ownership increased. Quality was no longer the responsibility of one department. It was shared.

“We have improved our culture of quality. People now understand the value of documenting issues, improving processes, and being audit ready. That is a major outcome of this implementation,” Nancy shared.

Ekaterina added, **“Digitization allowed us to focus on proactive investigations and improvements rather than chasing down records.”**

Greater Efficiency and Better Use of Quality Team Capacity

With ComplianceQuest, Florence reduced manual administrative burden and gained more time to focus on meaningful improvement work.

Key efficiency gains include:

- Faster retrieval of documents during audits
- Automated training notifications and reminders
- Centralized access to nonconformance and CAPA information
- More consistent and traceable review cycles

“Managing a manual training matrix was very error prone. Automating it has been a major improvement,” Nancy said.





A Future Ready Quality Organization

Florence Healthcare views quality as both a cultural and operational differentiator. With ComplianceQuest, the team now benefits from clearer visibility, stronger collaboration, and improved patient and customer confidence.

Quality leaders at Florence see the future as an opportunity.

“The future of quality is bright. We have so many opportunities ahead,”
Nancy shared.

Ekaterina added, **“Quality professionals are in an exciting time. We can use new technology to support better outcomes and help companies understand and adopt innovation.”**





About ComplianceQuest

Transform into a fully connected business with a **next generation AI powered Product Lifecycle, Quality, Safety, and Supplier Management platform built on Salesforce.**

Our connected suite of solutions helps businesses of all sizes increase quality, safety, and efficiency as they bring their products from concept to customer success. Our intelligent data driven platform comes with best in class integrated processes to mitigate risks, protect employees and customers, and strengthen brand reputation.

ComplianceQuest is pre validated and easy to implement, easy to use, and easy to maintain. It enables streamlined communication, collaboration, and continuous improvement across the entire value chain.

For more information or to request a demo, please contact:

- Visit www.compliancequest.com
- Email us at marketing@compliancequest.com
- Call us at **408-458-8343**

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