



CASE STUDY

Medical Device Innovator Dramatically Improves Quality Reporting and Boosts Efficiency with ComplianceQuest's AI-powered EQMS

Better Data Visibility Enables Delivery of
Higher Quality Products to Patients



Background

Medical Device Innovator (ABC Medical) is a medical technology company pioneering first-of-its-kind solutions to reduce the cost and complexity of dialysis. Its flagship haemodialysis system, FDA cleared for use from hospital to home settings, represents a significant technological advancement that transforms the dialysis experience for patients and simplifies operations for providers.

The system serves as a single enterprise solution utilized across the continuum of care, allowing dialysis to be delivered anytime, anywhere. The integration of water purification and on-demand dialysate production enables the device to function as a dialysis clinic on wheels, with two-way wireless data transmission and a proprietary analytics platform powering a holistic approach to dialysis care.



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“It’s wonderful that we can simply click a button that says, ‘Create Complaint’ and the workflow takes over. We’re spending 10-15 minutes less to create a complaint.”

“If you buy something that's configurable, has a good platform, and allows you to get the data you need, efficiency will be increased. That's what we found with ComplianceQuest.”

— Vice President, Information Technology
(Global Medical Device Company)

Challenge

As a fast-growth medical device company, ABC Medical found its electronic quality management system (EQMS) wasn't keeping up with its needs. The system didn't integrate with Salesforce, which the company's sales and service organizations used, forcing employees to log the same data multiple times. ABC Medical also struggled to configure the system to meet evolving business requirements, making it difficult to leverage the full potential of an EQMS. But by far the biggest pain point was the system's inadequate reporting capabilities. The platform only returned basic data. If users needed more sophisticated reports or graphs, they were forced to rely on a third-party reporting system that was difficult to use and not widely accessible.

"People were desperate for data," said the Vice President, Global IT & Digital Transformation.

"They wanted to see what our major problems were and where the issues were coming from." Making matters worse, a lack of responsive service caused open tickets to pile up. "It was a constant stream of issues that we couldn't get resolved," the Vice President added.

Solution/Results

In 2021, the Vice President, Global IT & Digital Transformation co-led a cross-functional team in search of a solution to eliminate the challenges of the legacy platform. Of the seven providers considered, most were cut quickly because they didn't meet the requirements or used proprietary technology that wasn't configurable. After extensive discussions and demos, ComplianceQuest emerged as the best fit.

Once ABC Medical kicked off the migration in January 2022, the team was laser focused to complete the transition before the existing vendor contract expired at year-end. With the two companies working hand-in-hand, ABC

Medical implemented five modules for 800 licensed users, all on time: the Compliance and Training modules went live in the summer, then the Nonconformance, CAPA, and Equipment modules were up and running by mid-December.



Reporting Made Fast and Easy

Since moving to ComplianceQuest, the difference in reporting is like night and day. Keeping track of training previously involved exporting data, creating reports in Excel, and sharing them by email. The Training module gives all users, and their managers access to a comprehensive dashboard.

“If you’re past due on training, you’re going to show up on that dashboard,” said the Vice President, Global IT & Digital Transformation.

“The new reporting has resulted in a massive time savings,” the Vice President added, with ABC Medical saving an estimated 32 hours per month by eliminating manual reporting.

“We have so many reports and dashboards

available to us. It’s so much easier to get that data out.”

Accessing data in a usable format means ABC Medical has insights into everything from top customer complaints to product-specific problems to compliance issues with supplier materials. “Having the data we need every day to make sure our product is the best quality and the best device for our patients has been a great benefit.”





A Major Efficiency Boost

By choosing an EQMS built on Salesforce, ABC Medical eliminated inefficiencies caused by duplicate data entry.

Previously, users rekeyed as many as 20 fields to create a complaint. “It’s wonderful that we can simply click a button that says, ‘Create Complaint’ and the workflow takes over,” said the Vice President, Global IT & Digital Transformation. “The system grabs all the fields we want from the case and moves them into the complaint. We’re spending 10–15 minutes less to create a complaint.”

The Salesforce foundation has also proven valuable in enabling the company to take advantage of emerging AI capabilities that enhance backend functionality.

Configuring the Best-fit System

With configurability a high priority, ABC Medical appreciates the ability to customize modules to suit its needs.

“ComplianceQuest provides scheduled upgrades throughout the year, but we can also update it to match what we need for our business processes,” said the Vice President, Global IT & Digital Transformation.

One new configuration simplified training management. Because ABC Medical frequently revises training content, users can now choose whether to complete full training (if it’s their first time) or review only revisions.

“It’s been a huge improvement, especially when the revision is minor,” the Vice President noted.

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ABC Medical also modified the Nonconformance and CAPA modules to help users prioritize issues, determine urgency levels, and decide how to proceed.

“There’s never a question about whether we made the right decision,” the Vice President concluded.

“If you buy something that’s configurable, has a good platform, and allows you to get the data you need, efficiency will be increased. That’s what we found with ComplianceQuest.”



CHALLENGES

- Inadequate quality system reporting
- Lack of integration with the company’s Salesforce platform
- Inefficiency caused by duplicate data entry
- Limited ability to configure the system to suit business needs

VALUE CREATED

- Improved data access for better insights
- No more dependence on system administrators for reports
- A system built on Salesforce, boosting efficiency
- Ability to configure and modify the system with ease

SOLUTIONS

EQMS suite consisting of:

- Training
- Complaint
- Nonconformance
- CAPA
- Equipment



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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