

2020 SPRING

CUSTOMER SUCCESS REPORT



QUALITY MANAGEMENT SOFTWARE CATEGORY



An aerial photograph of a city skyline at dusk or dawn. The sky is a mix of light blue and orange. Numerous skyscrapers are visible, some with their lights on. In the foreground, a large, modern building with a flat roof and a central courtyard is prominent. The overall scene is a dense urban environment.

QUALITY MANAGEMENT SOFTWARE OVERVIEW

Quality management software (QMS) enables companies to maintain and evaluate the integrity of customer experiences and produced goods. The platform offers functionalities such as inventory inspection records, reporting and documentation related to adverse events (e.g. defective merchandise, complaints), preventive or corrective action forms, and assistance for process automation to decrease deviation.

QMS solutions typically integrate with product lifecycle management (PLM) tools, and provide governance, risk, and compliance features to ensure processes, working conditions, and equipment meet regulations. Manufacturing and supply enterprises can leverage QMS applications to audit the production procedure from beginning to completion, avoid potential issues and hazards, and boost revenue through constant business from satisfied customers.

Customer Success Report Ranking Methodology

The FeaturedCustomers Customer Success ranking is based on data from our customer reference platform, market presence, web presence, & social presence as well as additional data aggregated from online sources and media properties. Our ranking engine applies an algorithm to all data collected to calculate the final Customer Success Report rankings. The overall Customer Success ranking is a weighted average based on 3 parts:

Content Score is affected by:

1. Total # of vendor generated customer references (case studies, success stories, testimonials, and customer videos)
2. Customer reference rating score
3. Year-over-year change in amount of customer references on FeaturedCustomers platform
4. Total # of profile views on FeaturedCustomers platform
5. Total # of customer reference views on FeaturedCustomers platform

Market Presence Score is affected by:

1. Social media followers including LinkedIn, Twitter, & Facebook
2. Vendor momentum based on web traffic and search trends
3. Organic SEO key term rankings
4. Company presence including # of press mentions

Company Score is affected by:

1. Total # of employees (based on social media and public resources)
2. Year-over-year change in # of employees over past 12 months
3. Glassdoor ranking
4. Venture capital raised

Customer Success Report Award Levels



Market Leader

Vendor on FeaturedCustomers.com with substantial customer base & market share. Leaders have the highest ratio of customer success content, content quality score, and social media presence relative to company size.



Top Performer

Vendor on FeaturedCustomers.com with significant market presence and resources and enough customer reference content to validate their vision. Top Performer's products are highly rated by its customers but have not achieved the customer base and scale of a Market Leader.



Rising Star

Vendor on FeaturedCustomers.com that does not have the market presence of Market Leaders or Top Performers, but understands where the market is going and has disruptive technology. Rising Stars have been around long enough to establish momentum and a minimum amount of customer reference content along with a growing social presence.



2020 Customer Success Awards

Check out this list of the highest rated Quality Management Software software based on the FeaturedCustomers Customer Success Report.







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OVERALL BEST

OF QUALITY MANAGEMENT SOFTWARE



etq¹



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ABOUT ETQ

ETQ is the leading provider of quality, EHS and compliance management software, trusted by the world's strongest brands. More than 550 global companies, spanning industries including electronics, heavy industry, food and beverage, and medical devices, use ETQ to secure positive brand reputations, deliver higher levels of customer loyalty and enhance profitability. ETQ Reliance offers built-in best practices and powerful flexibility to drive business excellence through quality. Only ETQ lets customers configure industry-proven quality processes to their unique needs and business vision. ETQ was founded in 1992 and has main offices located in the U.S. and Europe. To learn more about ETQ and its various product offerings, visit www.etq.com.

52

Customer references
from happy ETQ users

[VIEW ALL REFERENCES](#)

"We're building on this synergy that is just cascading all over the company. It starts in one area and then just explodes. We have created a landscape of reliability and failure analysis now, and in the near future, we'll see what the reliability data means as we look downstream in our product development efforts."

Sadiq Eshaq

Technical Project Manager, Business Transformation Process, Lumileds

"Home grown quality always suffers credibility issues within the dynamic of a small company. With the implementation of ETQ, quality has grown from being just 'the quality guys' job, to a company-wide system for continual improvement."

Eric Jacobson

Quality Assurance Engineer, HydraMaster

"ETQ has been a smashing success for our end users at Fujifilm. We continue to load new users and their documents daily and they love it."

Donna McCracken
Fujifilm

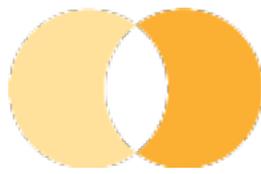
"The flexibility of ETQ Reliance meant that SUBWAY® was able to configure the system itself and in a way that reflects the unique nature of the company. The company also liked the consistent look and feel of ETQ Reliance, which enhanced the end user experience and eased the process of adjusting to a new system."

President and CEO
Subway



2020 MARKET LEADERS





arena

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SONOS

NUTANIX™

GoPro
Be a HERO.

CITRIX®

Square

ABOUT ARENA SOLUTIONS

Arena Solutions helps innovative electronic high tech and medical device companies create products that change the world. Arena unifies product lifecycle (PLM) and quality management (QMS) processes, allowing every participant throughout the product realization process from design to manufacturing to work together. With Arena, teams accelerate product development and delivery to increase profits. For more information, visit ArenaSolutions.com.

82

Customer references from happy Arena Solutions users

[VIEW ALL REFERENCES](#)

“There was no up-front cost, and our monthly recurring ROI is approximately 900%, thanks to the amount of time Sidekick saves us. We can do more important work now and are ready for our next growth stage.”

Jason Howard
Director of Customer Happiness, Kinsa

“We selected Arena PLM because of its extensive capabilities, as well as its ease of use and administration, which meant we could hit the ground running. Through Arena’s best practice implementation and stellar service and support team, we were able to get immediate benefits with our engineering change and product release processes.”

Ramiro Melendez
Document Control Manager, Picarro

“Arena provides everything we need in one place – product lifecycle control, quality system control, collaboration, and more. We appreciate Arena’s focus on our product development and quality system needs.”

Penny Dalton
Quality Systems Specialist, Nativis

“Arena gives us the ability to manage our quality processes and our product all in one solution. We have gone from a paper based to electronic management solution for several different processes. In addition to change control and BOM management, we have implemented several different quality processes including CAPAs, nonconformances and our...”

Angela Pastick
Supervisor, Quality Systems, Nevro Corporation



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ABOUT ASSURX

AssurX, Inc. provides a unique Quality Management and Regulatory Compliance System that helps regulated businesses do more of what they need to do faster, better and easier. AssurX quality management and regulatory compliance software is designed to extend quality processes across the enterprise in a single-core platform of unified processes. AssurX enables continual process improvement and compliance through visibility and collaboration across disciplines for systematic issue tracking and resolution. AssurX is uniquely designed to allow a high level of configurability, ease of deployment and flexibility for rapid adaptation to change. Automation with AssurX creates an integrated approach to quality and compliance with full visibility into processes, products, and performance across the value chain. AssurX meets the rigorous quality and compliance standards including FDA (21 CFR Part 11), NERC (CIP) and ISO, making us an ideal partner for regulated companies looking for greater operational control and efficiency. The ability to add unlimited new processes from the core platform reduces cost through economy of scale. AssurX helps our customers maintain compliance across a range of manufacturing, industrial and distribution markets.

56

Customer references from happy AssurX users

[VIEW ALL REFERENCES](#)



“AssurX rose to the top right from the beginning. We were impressed by AssurX’s capabilities such as configurability, ease of use and better ROI. We’re very happy with what AssurX has already helped us to do, and we are looking forward to even greater achievements in the future.”
Oliver



“We integrated several solutions into our system. Deviations, CAPA, complaints, disposal management and laboratory incidents. People adapted very quickly and very easily to the software. It was a phenomenal on-boarding experience for us. We have the system in 8 different countries in 5 languages.”
Servier



“When evaluating other products on the market, AssurX was the clear choice. It was selected because of its flexibility, robustness, compliance with 21 CFR Part 11, ISO and cGMP regulations and standards.”
Access Business Group



“We chose AssurX for its ease of use, the ability to configure the system to our workflow, Zero Client architecture for quick deployment worldwide, ease of integration with ERP systems such as SAP, as well as for its advanced query functionality.”
Abbott Medical Optics



INTELEX

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ABOUT INTELEX

Intelex Technologies Inc. is a global leader in the development and support of software solutions for Environment, Health, Safety and Quality (EHSQ) programs. Their scalable, web-based software provides clients with unprecedented flexibility in managing, tracking and reporting on essential corporate information. Intelex software easily integrates with common ERP systems like SAP and PeopleSoft creating a seamless solution for enterprise-wide information management. Intelex's friendly, knowledgeable staff ensures their more than 1000 clients and over 1 million users from companies across the globe get the most out of their groundbreaking, user-friendly software solutions.

159
Customer references from
happy Intelex users

[VIEW ALL REFERENCES](#)



"The OSHA rate tool is great. We like it because it calculates the incident frequency rates automatically based on the information provided in Intelex. It eliminates the possibility of errors that comes with manually calculating rates. It's real-time information our managers and supervisors can access anytime for review and follow up. And, it's location...

Kevin Lee

Corporate Health and Safety, MEG Energy



"Not only does the Intelex System allow for optimal organization and distribution of documents, manuals, and procedures, it increases internal accountability ensuring health and safety issues are dealt with in a timely fashion. Using Intelex to ensure the effectiveness of our performance provides a safer environment for employees, contractors, and in...

Alan Conquergood

President, Trans-Northern Pipelines Inc.



"We chose Intelex because we needed a solution that helped ensure effortless compliance with all regulatory and safety requirements, but was configurable and flexible enough to adapt to our business processes, rather than having to change the way we operate. Intelex managed to address all of our key requirements."

Brad Warren

VP Aircraft Maintenance, Air Georgian



"With the complete flexibility to design our forms and workflows to our exact specifications, and having a robust database back-end to ensure all of our records are safe and secure, we were thrilled to be able to go from a whiteboard of our system to a complete, working operational system in a matter of months."

Rebecca McComas

DVM Veterinarian, Practice Owner, MN Pets



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UCSF Medical Center



ABOUT MASTERCONTROL

MasterControl Inc. creates software solutions that enable life science and other regulated companies to deliver life-improving products to more people sooner. MasterControl's integrated solutions accelerate ROI and increase efficiencies by automating and securely managing critical business processes throughout the entire product lifecycle. More than 1,000 companies worldwide, ranging in size from five employees to tens of thousands, rely on MasterControl cloud solutions to automate processes for new product development, clinical, regulatory, quality management, supplier management, manufacturing and post-market surveillance. MasterControl solutions are well-known for being scalable, easy to implement, easy to validate and easy to use.

152

Customer references from happy MasterControl users

[VIEW ALL REFERENCES](#)

“Quatro has helped me especially in streamlining the review and approval process of QS documents and providing me a superb tool for assessing the compliance state of Actelion. For instance, the system’s search capabilities can readily show me the number of overdue QS documents for revision.”

Rudi Frank
Head Quality Management, Actelion Pharmaceuticals

“MasterControl has dramatically cut the time it takes to modify and approve the documents that keep the company in total compliance with FDA regulations. With a well planned implementation facilitated by an excellent training program and ongoing support, it has been a fairly painless process and one well worth the investment.”

Donald
Teva Pharmaceutical Industries

“MasterControl Spark also saves time. If a specification for a product is needed, Spark makes it easy for us to find it by simply inputting a specific item number and instantly accessing the data needed.”

Tom Gosse
Operations and Quality Support Manager , Zarbee's Naturals

“Before, with the paper system, it just took forever. With MasterControl, it’s a standardized process. CAPA documents go out to everybody all at once— you can review them, comment on them, get them back in, and get them adjusted to the way they need to be, and then sign off very quickly.”

Bryan Lynch
VP for R&D, MicroMed Cardiovascular



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ABOUT PILGRIM QUALITY SOLUTIONS

Pilgrim Quality Solutions is the leader in quality compliance management software and services for Life Sciences. For more than 20 years, their solutions have automated thousands of processes across global company sites to manage the quality and compliance of life's most important products. Their cloud based and on premise solutions include in the box best practice workflows, document and process management, dashboards, electronic signatures, audit trails, and automated validation helping companies more easily achieve quality system compliance and pass regulatory audits. Pilgrim Quality Solutions is majority owned by Boston based private equity firm, Riverside Partners LLC. With Pilgrim Quality Solutions as your partner, you are prepared to succeed.

47

Customer references from happy Pilgrim Quality Solutions users

[VIEW ALL REFERENCES](#)

"Pilgrim has the best solution out there in the industry. The (availability of the) Cloud model of Pilgrim's solution is not only well-timed, but well-received by my company. We went from contract signing to live within a matter of weeks, compared to the months of time I have experienced with an on-premise deployment."

Dwayne Calek
Director of Regulatory and Quality, HCL

"We're able to more effectively manage customer complaints and more efficiently document responses, while keeping our IT costs in check."

Johannes Mulder
Director of IT, Medela

"By centralizing critical documents, we have gained enhanced visibility and collaboration between sites, allowing our organization to quickly identify and resolve discrepancies to continuously ensure the integrity of our blood products. SmartSolve has helped Red Cross Flanders Blood Services provide a safe blood supply to our customers."

Inge Buyse
Quality Manager, Red Cross Flanders

"Pilgrim's Automated Validation solution is a fresh and compelling solution to this challenge, as it automatically validates the entire solution through the user interface using all interface rules. These approaches reduce validation effort, cost, and time, which we expect will result in more frequent software updates, increased efficiency and productivity."

Dan Jacob
Research Analyst, LNS Research



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ABOUT SPARTA SYSTEMS

Sparta Systems is the world’s premier provider of cloud and on-premise quality management software. They offer the solutions, analytics, and expertise that speed up quality and compliance. Their solutions help to lower risk, increase efficiency, and keep consumers safe while allowing manufacturers, suppliers, and distributors to collaborate in a seamless and integrated environment. Sparta is privately owned and headquartered in Hamilton, New Jersey, with offices across Europe and Asia.

67

Customer references from happy Sparta Systems users

[VIEW ALL REFERENCES](#)

“As director of global quality, I can see all of the deviations and all of the complaints. And with the TrackWise Analytics, we’re now getting full transparency into our quality processes. We can see the actual power of what TrackWise can do.”

David Brown
Director of Global Quality and Health & Safety, Bucher Emhart Glass

“TrackWise Digital has not only met the current needs of Linde AG, but continues to exceed our expectations. Our company is inherently customer-centric and we see the same values in Sparta Systems. From its user-friendly onboarding process and easy-to-use application, TrackWise empowers our users to ensure all projects are adhering to quality...”

Andras Egeressy
Global Business Consulting, Linde AG

“We chose to replace our paper-based system because we wanted a higher level of reliability and assurance when it came to our CAPA documentation. Small issues can turn into major problems in the pharmaceutical and chemical industries, so we turned to TrackWise because its quality management capabilities would enable us to closely track...”

Cristina Ragusa
Corporate Pharma QA Manager and QMS Sponsor, Zambon

“TrackWise enabled us to implement new workflows associated with quality processes, track and manage activities and commitments, analyze trends and improve quality across the entire organization. We are convinced that the cost-to-benefit ratio of the TrackWise implementation is extremely positive for companies like PharmaMar, and we look...”

José Luis Ortega
Quality Unit Director, PharmaMar



veeva

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ABOUT VEEVA SYSTEMS

Veeva Systems is a leader in cloud-based software for the global life sciences industry. Committed to innovation, product excellence, and customer success, Veeva has more than 450+ customers, ranging from the world's largest pharmaceutical companies to emerging biotechs. Veeva is headquartered in the San Francisco Bay Area, with offices in Europe, Asia, and Latin America.

312

Customer references from happy Veeva Systems users

[VIEW ALL REFERENCES](#)

“Vault is strengthening our compliance and streamlining document management across the enterprise. As CMIC continues to expand globally, Veeva will remain an important technology partner with solutions that scale easily to meet our growing needs.”

Nobuo Nakamura
CRO Company President, CMIC Holdings

“One of the greatest benefits we’ve experienced to date is stress-free audits! Vault eTMF is helping us achieve greater compliance with both health authorities and sponsors’ expectations.”

Linda Danielson
Chief Operating Officer, IDDI

“We’ve only had Vault Submissions up and running for a few months, but are already reaping the rewards of real-time reporting, informative dashboards, and access flexibility. We couldn’t be happier.”

Ron Hernando
Director of Regulatory Operations, MacroGenics

“With Veeva Vault Quality, we have shifted Atrium’s quality function from reactive to proactive, which has positive impacts on the entire business.”

James Huang
Director, Global Quality Systems, Atrium Innovations



2020 TOP PERFORMERS





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ABOUT COMPLIANCEQUEST

ComplianceQuest is a 100% cloud based Enterprise Quality Management Software (EQMS). It is a tool for accelerating your organization's growth from anywhere, anytime and through any device. It empowers enterprises to manage quality by collaborating with their supply chains whether global or local and even several layers deep, to stay compliant with industry, country and customer specific regulations. While they provide support across industries, they specialize in Consumer Packaged Goods, General Manufacturing, Life Sciences and Oil & Gas.

29

Customer references from happy ComplianceQuest users

[VIEW ALL REFERENCES](#)

"I have been working with Compliance Quest for almost a year now and am very pleased. We utilized CQ to help us achieve our first ISO certification and the assessor made multiple comments on how well the system was developed. Compliance Quest patiently worked through implementation with us as we constructed our QMS. They were able to...

Zach Parker

Director of IT and Service Delivery, Numed Inc

"We went live with CQ just a few weeks ago and it works great! We received excellent training and after some playing around and getting used to it we found that it is really easy to use. So far we have implemented Document and Training Management as well as CAPA and both have everything we need right out of the box. After years of cumbersome...

Helen Cary

Document Control Specialist, Lin Engineering

"The system offered by ComplianceQuest is very intuitive and user friendly. Through being integrated on Salesforce, we have had increased usability in the business due to the centralised location for business activities and mobile-device accessibility. The team at CQ has also been a pleasure to work with, and will always do their best to try to...

Annabelle O'Regan

Quality Assurance, Stryker

"CQ has proven to be intuitive, easy to use and customization is as easy as speaking to the CQ team. The validation scripts are straightforward and easy to edit to meet our organization's particular needs. The system feels familiar while delivering the QMS system tools that we need and the CQ team is responsive to any questions that arise."

Dorothy Wilson

Quality Assurance & Document and Records Specialist, Origen Biomedical Inc



donesafe
An HSI Company

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NOKIA



medibank
For Better Health



BLACK & VEATCH

ABOUT DONESAFE

Donesafe is the fastest growing cloud-based safety platform built with the user in mind, helping organizations comply with legislation and enhancing their safety culture without the headaches or the large price tag. Donesafe is innovative software that connects your system from workers in the field to the management team in the boardroom. Donesafe makes it fast and easy to access, enter and report safety, compliance and risk data in real time. Donesafe is a modern & fresh online platform that works on any device, including an offline native iOS and Android app.

57

Customer references from happy Donesafe users

[VIEW ALL REFERENCES](#)

Just "Do it" - you won't regret it! The simplicity of its use! It's a great platform to record incidents and hazards, very easy to use, user friendly and has simplified the process for gathering data about what is occurring in our restaurants....

Robert Dunger
National Workplace Safety & Security Consultant, McDonald's

Extremely collaborative and supportive. An extremely user-friendly and capable system. I recommend reaching out and having a chat! There is an amazing capability that can streamline processes allowing for...

Kris O'brien
Community and Peer Advisor at Open Arms - Veterans & Families Counselling, Team Rubicon

"The software is simple and intuitive to use and end-user focused. A great vendor to deal with - they really partner with their clients to get the best outcomes. We have been able to get the system up and running in a short period of time and are getting great results and feedback from stakeholders. Thanks Donesafe."

Sam D
Telstra

Donesafe for Charities. I couldn't fault the software. I don't know what else to say. Donesafe far exceeded the previous program we used in terms of ease of use, detailed multiple selections that allows...

Justine Smith
Night Audit, Ronald McDonald House Charities



Gensuite.

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GE Global



ABOUT GENSUITE

Gensuite is a cloud based compliance and management systems software solutions provider. Gensuite enables companies to implement robust cross functional compliance & management systems locally, globally and across diverse operating profiles. Their comprehensive cloud software suite features intuitive, best practice process functionality, flexible configurations and powerful extensions. For over two decades, they helped companies manage safe & sustainable operations worldwide, with a focus on fast return on investment (ROI), service excellence and continuous innovation.

49

Customer references from happy Gensuite users

[VIEW ALL REFERENCES](#)

"The software has two strengths that stand out: ease of use and customer service. It is very intuitive and is easy to understand. We have been able to roll it out globally with much success. More than anything, I've been impressed by the customer service. Gensuite did several training sessions for our global deployment and gave us choices for which...

Ryan Reed

Senior EHS Specialist, The Timken Company

"Accessing Gensuite via the mobile app has streamlined routine inspections and certification audits. Safety is everyone's job so the easier we make it for our employees to access the tools the more they can help us keep their work environment safe."

Leslie Melton

Manager, Global Process and Quality, Speedcast

"Gensuite has improved our business by providing that communication between tools and the suite of applications. There is an interconnection. Whether it's about an injury, an illness, or an event; but still being able to tie in finance. [Gensuite] connects that information in a smart way, so that you can pull it out and learn from the events that you are...

Ryan Davenport

General Electric

"I cannot tell you just how happy I am to have this awesome software. Employee Safety and Health is a crucial department in any company and with this software, you are able to identify injury trends that can assist you in making the right steps to cease or at very least, decrease the possibility of another like injury. It has been amazing to see the...

Karen Wilkerson

EHS Software Administrators, Mary's Gone Crackers



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ABOUT GREENLIGHT GURU

Greenlight Guru is the only quality management platform purpose-built for medical device companies. The platform helps companies get safer products to market faster, simplifies FDA and ISO regulatory compliance and provides a single source of truth by connecting the management of all quality processes like CAPAs, risk, audits, document control, training, design control and more. Device makers across the globe are replacing their outdated paper-based and general purpose legacy quality systems with Greenlight Guru to push beyond baseline compliance and achieve True Quality.

56

Customer references from happy Greenlight Guru users

[VIEW ALL REFERENCES](#)



"I have a high degree of confidence that as changes to the regulations occur, I won't have to worry about being out of compliance because we are using Greenlight Guru."

Evan Luxon

Chief Executive Officer & Co-Founder, Centese



"We wanted a QMS solution that was robust enough to grow with us, but simple enough to get us started."

Kevin McLeod

Chief Executive Officer, C2DX, Inc.



"Greenlight Guru has been instrumental for us while we efficiently navigate the quality management process and with developing our FDA submission."

Ryan Nolan

Co-Founder & VP Clinical Operations, PhotoniCare



"With Greenlight Guru, you've got software, but also what amounts to a personal consultant. Those connections are powerful."

Lynsie Thomason

Regulatory and Operations Lead, Innovere



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ABOUT PROCESSMAP

ProcessMAP Corporation is a leading provider of cloud-based enterprise software solutions that empower organizations to manage risk in three key areas: Employee Health & Safety; Environment & Sustainability; and Enterprise Compliance. ProcessMAP's Software-as-a-Service (SaaS) delivery model provides customers with a single source solution that embodies industry's best practices, world-class hosting infrastructure, one-stop implementation services, and the industry's only 24x7 technical support and help desk services with a predictable fixed subscription cost. True customer intimacy, ensure ongoing strategic alignment.

57

Customer references from happy ProcessMAP users

[VIEW ALL REFERENCES](#)

“Since we partnered with ProcessMAP in deploying an enterprise platform to streamline our global health and safety processes, we’ve been given a holistic view into what’s happening at our organization, in real-time. We can take immediate action on emerging trends. It’s truly been transformative. Moreover, it’s helped us set new industry records...”
Justin Dugas
Director of Safety and Health, USG Corporation

“As our company grew, we saw the need for a sophisticated EHS solution that offers the latest technology and the highest process efficiency. ProcessMAP provides our safety team with the best technology to support our expanding global organization – technology that delivers real-time performance metrics, enabling us to make immediate process...”
Max Reichen
Safety Director, Hollingsworth & Vose

“With hundreds of locations nationwide and requirements to comply with a wide range of OSHA, EPA, and DOT regulations, ensuring compliance across facilities was arduous. Using ProcessMAP, we are positioned to reduce non-conformance risk and spend a fraction of the time we used to invest with the ability to leverage mobile...”
Sam Faucette
Vice President of Safety, Old Dominion Freight Line

“We decided to go with ProcessMAP for several reasons. One of the key reasons was the comprehensive capabilities offered over the Mobile App, and the ability to build custom apps that not only met our internal standards but raised the bar higher. It was a key differentiator compared to other platforms.”
Gabriel Maldonado
Corporate Safety Manager, ThyssenKrupp



propel

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samsara



amsTECHNOLOGIES
where technologies meet solutions



S'well®

formlabs

ABOUT PROPELPLM

Propel is the platform for tomorrow's brands. Propel offers cloud Product Lifecycle Management (PLM), Product Information Management (PIM) and Quality Management Software (QMS) solutions that help engineers, marketing, sales channels, partners, customers, and everyone else share all the information needed to get products from concept to customer. Built on the Salesforce platform, Propel's SaaS-based software helps everyone collaborate better, takes just weeks to get up and running, and can easily scale with changing business requirements.

33

Customer references from happy PropelPLM users

[VIEW ALL REFERENCES](#)

"We're in a rapidly changing business, so we needed a flexible and robust cloud-based solution like Propel that could easily keep with our customers."

Ben Calderon

Vice President of Hardware Engineering & Operations, Samsara

"The collaborative parts of Propel are going to help us a lot. The fact that we can easily turn things into tasks is going to make us more efficient as a company."

Brian Beach

Project Engineer, Yukon Medical

"Because it's built on a robust cloud platform, Propel makes it easy for us to collaborate on the latest product updates with our community of developers, partners, installers and customers."

Neil Maguire

CEO, Adara Power

"The look and feel of Propel is so much better than our previous platform. We love that we are able to have our contract manufacturers and key suppliers come into the system through third-party vendor portals to approve changes and give context to what changed."

Jeff Hudgens

Program Manager, Sentient Energy



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ABOUT QUALIO

The simple, fast, and scalable quality management platform for young and growing Medical Device, Pharma, and Biotech companies. Hundreds of FDA, ISO, and GxP regulated companies around the world trust Qualio to bring their quality team, tools, and data together in one place. We can even convert manual, paper-based systems to our easy-to-use platform for free.

38

Customer references from happy Qualio users

[VIEW ALL REFERENCES](#)

"Who knew going paperless would be such fun?! Qualio is the most efficient, adaptable and user friendly document control system I have ever used. I especially love the 100% paperless and automated change control process."

Karen McCready
Quality Manager, Clarius Mobile Health Corp

"My favorite thing is how Qualio keeps us in a constant state of audit readiness. We chose Qualio as we needed our system to be scalable to support our rapid growth and facilitate quick employee onboarding. Qualio's simple-to use-interface and automated workflows ensure high employee engagement, supporting full compliance and audit..."

Deb Glancy
Director of Quality, Dimension Therapeutics

"Qualio enabled us to seamlessly work through the ISO 13485:2016 requirements and design errors out of our quality management system. One way Qualio achieves this is to ensure that changes flow through our system and are applied globally."

David Hughes
Chief Executive Officer, Surfatek

"I didn't realize how much our manual system held us back. I can now accomplish 5X as much using Qualio."

Elizabeth Fenna
Director QA/RA, Accelovance



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ABOUT RIZEPOINT

RizePoint mobile and cloud-based software help organizations improve the quality, safety, and sustainability of their products, services, and facilities. RizePoint's software is used by 5 of the top 8 hospitality brands and 5 of the top 8 food service brands. RizePoint - formerly Steton Technology Group - is the global leader in software solutions that proactively safeguard enterprise compliance—for both internally-imposed standards and externally-imposed regulations. RizePoint software builds and protects brand equity by enabling a consistent customer experience. RizePoint customers gather better data, see necessary actions earlier, and act faster to correct issues before they become costly liabilities. Considered the industry standard for food service, hospitality, and retail, RizePoint mobile and cloud-based solutions serve nearly 2 million audits with 200 million questions.

24

Customer references from happy RizePoint users

[VIEW ALL REFERENCES](#)

“This year our internal Operations Directors began conducting internal audits using RizePoint, and they commented on how much easier and more enjoyable auditing was because they could eliminate the paper and pencil routine and allow RizePoint to notify the right people automatically.”

Lionel Bisson

Director of Quality Assurance, Friendly Ice Cream Corporation

“RizePoint allows us to have all of our data in one place. We run reports, analyses and analytics, develop scorecards, and uncover trends.”

Sanat Nileshwar

Director of Business Technology, Sysco

“The advantages of Mobile Auditor—using a tablet for inspection forms, with the ability to document via text and images and automatically generate reports—well, the system sells itself. There's no going back to Excel!”

Kelli Gowan

Quality Assurance Manager, Hard Rock International

“All the audit forms are included in RizePoint, and the operator can complete the audit paper-free, which saves them a lot of prep time. Once the audit is complete, the data is already captured — meaning no manual data entry! Our managers were thrilled. I would recommend RizePoint to any franchisee. It has helped us improve operations, and...

Chris Belmont

Director of Operations, IHOP Restaurant



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ABOUT SPHERA

Sphera creates a safer, more sustainable and productive world. Their innovative cloud-based risk management platform connects an unprecedented amount of information that leads to deeper insights across an enterprise. They operationalize, scale and optimize Integrated Risk Management strategies to help customers surface, manage, and mitigate risk in the areas of Environmental Health, Safety & Sustainability, Operational Risk Management and Product Stewardship.

131

Customer references from happy Sphera users

[VIEW ALL REFERENCES](#)



“We now have a web-based platform that centralizes our data collection, automates calculations of our carbon and energy footprint, delivers point-and-click sustainability reporting, reduces data errors, and streamlines our GRI reporting process.”

Barry Enix
Corporate Safety Director, Buckman



“The Sphera system helps us determine what materials we can and cannot use in our customers’ products. I can look at the proposed ingredients and see which ones we should use to meet requirements for our current markets and gain access to new ones in other countries.”

Jennifer Helman
Hazardous Material Coordinator, Geninetics



“We’re able to make sure our safety team completes all of the necessary steps to implement a change using Stature for MOC. Without a system like this, tasks might not be completed and the result could be a safety disaster.”

Nedhal Al Keoshi
Senior Corporate Quality Coordinator, Sipchem



“Flexibility is one of the strengths of the Sphera software. We needed a system that could provide powerful data handling and reporting capabilities at large, complex processing facilities with hundreds of compliance tasks, while still being easy to use for a small country grain elevator that has fewer tasks.”

Dan Taylor
Environmental Project Manager, Archer Daniels Midland



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ABOUT IBASET

iBASEt is a leading provider of manufacturing, quality and sustainment solutions that enable digital continuity across the enterprise. With 30+ years of experience in highly engineered, regulated industries, iBASEt simplifies the complex by empowering customers to gain real-time visibility, take control, and drive velocity across their operations and extended value chain. iBASEt works closely with industry leaders, including Lockheed Martin, Northrop Grumman, Rolls Royce, Pratt & Whitney, and Patricia Belgian Engine Center.

28

Customer references from happy iBASEt users

[VIEW ALL REFERENCES](#)

"Solumina uses built-in best practices that allow us to streamline our manufacturing process, creating more efficient and compliant operations, both internally and at our supplier sites."

Chris Mitchell
Executive Director, Cirrus Aircraft

"Dramatic improvement to manufacturing, quality control, and risk mitigation. Solumina manages inputs and outputs efficiently while providing very fast access to records."

Advanced Atomization Technologies

"Solumina is easy to use, both from the user side and the engineering development side. It was a great selling factor during our audits with the FAA."

Honda Aero, Inc

"We selected iBASEt because of their experience in managing the complex processes involved in manufacturing highly engineered products. We carefully evaluated our options and determined that Solumina's total cost of ownership, out of the box capabilities and rapid deployment can accelerate our return on investment."

Todd Kackley
Vice President and Chief Information Officer, Textron Systems



2020 RISING STARS





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ABOUT INTELLECT

Intellect is a leader in Cloud BPM software that empowers everyone to innovate with Smart Enterprise Apps, ranging from simple to mission-critical apps, without the need for programming. The app-centric Intellect 8 BPM Platform offers one of the industry's fastest ROI and most intuitive solution for connecting apps, people and processes. Intellect business apps can be deployed on the web and as a native mobile app in minutes on any iOS and Android device, and include advanced workflow capabilities. Intellect works with hundreds of customers in areas including construction, financial services, healthcare, manufacturing, retail, technology, education, government, and other industries.

55

Customer references from
happy Intellect users

[VIEW ALL REFERENCES](#)

"It's nice that you can really build upon the Intellect platform to create your own Apps and QMS solution tailored to your specific business needs."

Kristin Benokraitis
Director of Quality and Operations, Gilero

"We use Intellect for multiple companies. What I love about this software is that we can design the platform to the business needs - which, compared to most platforms, there isn't a lot of control. We have complete control on the configurations. We use the Intellect in so many different ways across the company in every department. If you are..."

Mike Anderson
IT Manager, Birch Gold Group

"Highly configurable - easy to build and deploy custom applications for a wide range of business needs. A powerful workflow platform to get approvals, and access to key quality records company-wide."

John Silk
Director of Quality & Reliability, Global Power Technologies Group

"Intellect provides a centralized organization system to manage documents, with automated reminders and access to information via strong search capabilities. In a way, Intellect is like a virtual secretary and virtual filing cabinet — helping everyone be more efficient and productive."

Jeremy Pugh
Director of Technical Services, OLLY



montrium

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ABOUT MONTRIUM

Montrium is a global leader in cloud-based records, submissions, and quality management solutions and GxP consulting services for the life sciences. They help organizations implement and maintain technology to improve their business processes and increase compliance. Delivering their powerful content management solutions across the globe, they serve thousands of users in over 20 countries.

12

Customer references from happy Montrium users

[VIEW ALL REFERENCES](#)

"We bought the Montrium Azure Qualification Accelerator Pack in order to qualify our Navision Infrastructure in the cloud. Though, the process of moving to the cloud can be quite time consuming, Montrium's documents helped us greatly reduce the transfer time. I don't think the process could have been made in a reasonable timespan without..."

Jochen Steiner
Head of IT, AOP Orphan

"The Montrium Support team is very attentive and willing to make changes to make the system more user-friendly. We frequently make use of the customer webinars and in-application support with the Help Center."

Gina Varner
Director of Regulatory Affairs, EpicentRx

"Montrium played a pivotal role in our efforts to formalize our Document Management and Quality Management Systems. Their team provided expert feedback during the design and configuration phases and continues to provide exceptional customer support services."

Sandra Chiovitti
Quality Assurance Manager, InSymbiosis

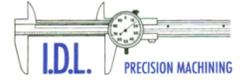
"Before implementing SOP Connect and Training Connect from Montrium, our process was manual, inefficient, and archaic. Since then, the process has become streamlined, resulting in increased productivity, organization, and positive results through multiple successive audits from various regulatory authorities."

Greg Gross
Senior Network Administrator, ASO



PROSHOP

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ABOUT PROSHOP

ProShop cloud ERP is a revolutionary and completely unique approach to manufacturing software. It's more than ERP software. It is more than MES and QMS software. It's an innovative new way to manage every aspect of your front office and shop floor better than anything on the market. Their list of modules is one of the most complete on the market. They typically replace 3-5 other software systems with ProShop. But it's not just about their features! Their usability and modern web-based navigation is taking the machine shop ERP world by storm! What is unique is how ProShop works. It links every corner of your company to all the others in a powerful but simple way so you can make the best decisions about how to run your business.

37

Customer references from happy ProShop users

[VIEW ALL REFERENCES](#)

“Working with Adion Systems and implementing ProShop made our AS9100 certification process considerably faster and less expensive than if we had done it a different way. Their support was invaluable. ProShop has also helped tremendously in the operations of our company. We are able to get more work through the shop than we could before...”
D.H.
IDL Precision Machining

“I find the purchasing dashboard in ProShop to be super easy to use. When we get new orders, all the materials, hardware and cutting tools will automatically show up on the purchasing dashboard. We can get them ordered in a very short time, ensuring they will arrive when needed, as well as tracking all the job costing.”

Dan Fifer
Lane4 Precision

“ProShop enables my company to quickly, and precisely, organize and track every aspect of the manufacturing process. From quoting to planning to machining operations through to job profitability analysis, ProShop provides the value needed to constantly improve our operations. It would not be possible to process work at the pace we do without the...”
Joe Pearce
Owner, Pearce Design

“With ProShop we have complete visibility of our products and operations from estimating to shipping, real time inspection reporting to reduce scrap and rework, and intuitive inventory control, so we spend more time cutting chips and less time waiting for tools.”

Malcolm Pruitt
Manufacturing Planner, Roush Yates Manufacturing Solutions



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ABOUT ZENQMS

ZenQMS, they develop amazing quality management software for the whole enterprise. Their cloud-based platform, which includes modules for Document Management, Issue/CAPA, Training, Audits & Supplier Management, offers companies a tremendous opportunity to improve quality compliance and save money.

18

Customer references from happy ZenQMS users

[VIEW ALL REFERENCES](#)

“When I discovered ZenQMS, I was excited to learn that it had all of the components we required and was cloud-based which would make it painless to roll out to our remote employees and contract manufacturing and packaging partners.”

Tracy Fuller
Senior Quality Assurance Director, Vizuri Health Sciences

“We’ve never had a user specific action oriented system until Zen. Whatever you put in, you can also get out- that makes it a lot easier to track progress on individual users but also on a department level.”

Danielle Feingold
QA Analyst, BAIM Institute

“Thanks to ZenQMS, my team is now able to quickly and accurately respond to audit inquiries and the error rate is significantly lower than with our prior quality management system.”

Heather Faber
Regulatory Compliance Analyst, Avara Pharmaceutical Services

“We settled on ZenQMS for because it’s very simple, intuitive and user friendly. Even from a super user / administrator standpoint, the learning curve is quick. If you just gave me the application with no training or documentation whatsoever- I probably could find my way around on my own.”

Ritesh Mehra
Manager of Quality Systems, IronShore Pharmaceuticals



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ABOUT ISOTRACKER SOLUTIONS

isoTracker Solutions is one of the leading suppliers of quality management software solutions powered by the isoTracker QMS software platform. The company provides a wide range of solutions, including Document Control, Complaints Management, Audits, Non-Conformance Management, Training, CAPA, Risk Management and more. Through integrated cloud-based solutions that can easily be set up and running within a few minutes, isoTracker Solutions provides organizations of all sizes and industries with easy-to-use and affordable quality management solutions.

15

Customer references from happy isoTracker Solutions users

[VIEW ALL REFERENCES](#)

"isoTracker has facilitated the success of our ISO 9001:2008 system. Without it we would have never been able to fully protect our documents, procedures and records as we are able to now. We are also able to plan and set-up our quarterly internal audits smoothly using the extremely efficient and effective audits module. The automatic notifications and...

Christa Bemis

Project Coordinator, Bell ATM Service, Inc.

"isoTracker has been used by our company for the past two years and is a big help in managing our customer complaints. The support provided by isoTracker Solutions is quick and efficient, we get prompt responses to our enquiries and the received information always meets our needs. The module is simple and easy to use, provides a useful...

Simona Jocynt

Customer Technical Service Coordinator, Orion Global PET

"We have been very impressed with the level of advice and support we have received with the implementation of isoTracker into the Pathology Department. Keeping on top of document control was always difficult and time consuming - but not any more! Document control is a few mouse clicks away with isoTracker. We never have to worry about...

Chris Brock

Quality Lead, The Queen Elizabeth Hospital King's Lynn NHS Trust

"We recently introduced the use of isoTracker as our Quality Audit reporting tool and have found it a good tool to manage Compliance - the reporting format is clear and easy to follow, and the link between the questionnaires and CAPA is good. The ability to customise the tool also makes it very user friendly."

Adewale Oke

Quality Assurance Manager, Telespazio VEGA