

## success case

### CIFARMA EARNS CLIENT TRUST IN THE AREAS OF DOCUMENT MANAGEMENT AND MAINTENANCE WITH SOFTEXPERT



**High Lights**  
Cifarma

**Industry**  
Pharmaceutical

**Employees**  
1,256  
50 exclusive and semi-exclusive distributors

**Products**  
91 products divided into three lines of operation  
MIP & Consumer and Pharma – over-the-counter  
Mabra – medical prescription required  
Serving – more than 30 therapeutic classes

**Solutions Acquired**  
SE Document  
SE Maintenance

Accelerated growth and the search for competitiveness prompted Cifarma to adopt a solution that offered equipment maintenance and online document management. The SoftExpert solutions offered the company the tool it needed to improve the unification process at its units, making it possible to share common documents while protecting the private files of each.

The solutions also improved the security and efficiency of Cifarma Quality System document management. The company can now control the creation, revision and cancellation of documents in less time while guaranteeing the trackability of these processes. The user-friendly search function enhanced document visibility among employees from the different sectors of the company. "Satisfaction is the word that most represents the reaction of each program user," said Graziane Felipe da Rocha, a professional from the administrative sector focused on Quality Assurance.

“ Since we began using SE Document at our company, we have been able to save time and boost the quality of all the documentation processes. We clearly saw a major improvement in quality, organization, security and reliability in terms of the access to our documents, since we receive the support offered by a prestigious company that offers high quality services.

Graziane Felipe da Rocha  
Administrative – Quality Assurance



## ▶ THE CHALLENGE

- The accelerated growth of the company and search for competitiveness prompted Cifarma to seek an efficient online document management system with cutting-edge resources.
- Save time and boost efficiency in document control.
- Control equipment maintenance.

## ▶ RESULTS

- Controls equipment maintenance and the time required for the same.
- Guarantees the improved productivity and management of maintenance activities.
- Automates the document indexation, storage, publication and distribution processes.
- Boosts document management productivity.
- Guarantees immediate access to the latest document versions in any sector of the company.
- Compliance with the requirements established by current regulatory norms.

## ▶ SOFTEXPERT DIFFERENTIALS

- Solid company that has earned market recognition and presents growth potential.
- Portfolio that includes major clients of reference.
- Offers a complete solution that can be used in different areas of the organization and even be expanded in the future.
- Possibility for integration between different modules and with the ERP used by Cifarma.
- 100% online interface.

## ▶ NEXT STEPS

Cifarma is currently learning to master the tools, aiming to make the systems available for unit integration and possibly increase the number of licenses or contract new solutions.

## ▶ ABOUT CIFARMA

Cifarma is founded in 1999 and inaugurated its new industrial facilities on a 100,000 m2 area. At this new factory, the company produces liquid medications like syrups and oral solutions, as well as semi-solid medications, like creams and ointments. Cifarma produces an entire line of hormones, in addition to outsourcing to other laboratories. Its portfolio currently contains 91 products, divided into three commercial lines: Pharma, MIP&Consumer and Mabra.



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SE Maintenance promises to help us optimize our work, facilitating the control of the maintenance performed and the equipment occupation time, guaranteeing improved productivity and the efficient management of maintenance activities. In addition to these technical elements, the SE system serves as a point of departure for the unification of both the documentation and processes of the two Cifarma company units.

Ivana Silva Borges  
Quality Assurance Pharmacist

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