

## Case Study: Armedia Completes Document Management System Update and Stabilization for KEATA Pharma Inc.



For KEATA Pharma, it had all the makings of a documentation management nightmare. Six months earlier, in January 2008, the company had purchased a drug manufacturing facility in Arnprior, Canada. As part of the transition, KEATA had to move its document management system onto its own internal network. The document management system KEATA inherited was an older version of Documentum with a custom overlay called PDOCS.

KEATA's PDOCS system is used to author, control and publish all of the company's Standard Operating Procedures (SOP) for the precise blending, manufacturing and labeling of every single product manufactured within that facility. In the highly regulated pharmaceutical industry, these SOPs are critical to the entire manufacturing process and to the integrity of that process. As the network transition

began in mid-year, the system became unstable and ultimately would not start. For the client, it was a situation that required expert knowledge and quick action.

While KEATA had developed some workarounds in order to produce hard copies of the SOPs already in the system, they could not operate in this manner for long. SOPs are in a constant state of change. They must be kept up to date when there is a change in the manufacturing process or when new products are introduced. They needed a company that not only understood the software but also the compliance regulations and critical nature of the problem.

### ***KEATA Turns to Armedia To Diagnose and Solve the Problems***

To diagnose and resolve the problem, KEATA turned to the expert in the field of document management – Armedia. Immediately upon receiving the call, Armedia assembled a team of experts on a conference call with KEATA to review the problem and begin the initial evaluation. While many of the details were yet to be determined, Armedia had a fair understanding of both the problem and the solution. Armedia's chief technical officer and co-founder John Shinnick flew to the site at Arnprior and began his assessment. Within a day, he had the system up and running.

"Armedia arrived in the morning, and by the next morning, we were on the system," said Art Gosling, Keata's Director of Information Technology. "It was very, very quick. We were impressed." Essentially the problem was this: When the PDOCS system was moved to the new domain in Arnprior, some of the essential configurations were not changed. When Documentum tried to launch, it failed due to Oracle and Windows Domain issues. When

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the system went down, there were documents caught in active workflow processes. All of these documents and workflows needed to be put back to pre-move stage. Armedia performed troubleshooting on the servers, databases, and networks and brought the system up cleanly. When the system was back up and running, it still required further activities to stabilize it in the long term. KEATA then contracted with Armedia to do those essential updates and revisions to

make the system more stable and reliable. "We were pleased with Armedia's response to our urgent call, their understanding of the Pharma Industry, and their ability to quickly stabilize and update our document management system. Ours is a unique and highly regulated business, and Armedia fulfilled our requirements in every respect," said Art Gosling, KEATA's Director of Information Technology.

### **About KEATA Pharma Inc.**

KEATA is a wholly-owned subsidiary of PharmEng International Inc. a full-service consulting and contract manufacturing company that serves the pharmaceutical and biotechnology industries in North America and internationally. Consulting services include project management, engineering, GMP, validation, calibration, regulatory compliance and certified training. Contract manufacturing includes pharmaceutical support, formulation development, laboratory testing, and finished solid dosage and liquid products. Visit [www.pharmeng.com](http://www.pharmeng.com) and [www.KEATA.com](http://www.KEATA.com) for further information.

### **About Armedia, LLC**

Armedia, LLC is leading software, consulting, and integration firm specializing in content management and content-related solutions. Our mission is to provide world-class solutions for clients to automate the creation, capture, organization, and presentation of their intellectual assets. We specialize in enterprise solutions, particularly content management, application security, and application architecture.

Our software and services solutions are tailored to provide significant, measurable value for clients implementing content-rich solutions. Software products include **Caliente!** a file system-based EMC Documentum integration application; **Ligero**, a content management-enabled caching server; and **C3**, an industry award-winning tool for application development and management. Armedia has offices in Atlanta, GA, Vienna, VA and Philadelphia, PA and is a Veteran Owned 8(a)/SBD certified firm. For more information, visit our website at <http://www.armedia.com>.