

# DocXellent™

## ENSUR✓™ CASE STUDY



ENSUR Helps Multinational Quality Control Product Manufacturer Overhaul Training System and Meet Compliance Requirements

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## Introduction

Mesa Labs – a multinational manufacturer, developer, and marketer of quality control products and services – maintains critical environments for hospitals, pharmaceutical and medical device manufacturers, labs, and other medical facilities. The company serves a set of industries requiring dependable quality control and calibration solutions to guarantee the safety and efficacy of everyday products.

But Mesa Labs struggled with a paper-based training system that routinely resulted in lost records. The organization also needed to adhere to FDA 21 CFR Part 11 standards for compliance – something difficult to maintain using paper-based processes.

## The Problem

Mesa Labs had a paper-based training system that triggered enormous data losses for the company. Employees struggled to find their production technicians' training records – grievously impacting the efficiency and productivity of training efforts. This outdated system compromised critical safety training for employees and inhibited overall effective onboarding of new employees.

## The Action

Mesa Labs turned to DocXellent and its ENSUR [document management software](#) in 2012 to remedy its training problems while staying compliant. DocXellent implemented its [ENSUR](#) platform for Mesa Labs onto its premises, and the organization easily learned the intuitive software. Using the solution primarily for document control, Mesa Labs discovered the software is easily customizable with groups, views, access, document movement, reports, and more.

In 2020, Mesa Labs moved from a validated, on-premise installation of ENSUR to the [DocXellent Managed Cloud](#) in a successful migration. This move to the cloud enabled Mesa Labs to integrate the solution into some of its other facilities.

DocXellent also provided line-by-line 21 CFR Part 11 compliance for Mesa Labs' AWS cloud environment – a significant differentiator for the organization compared to other document control software on the market.

## The Result

Mesa Labs now has a training system that is always up to date, and the team no longer loses track of records. The company has also streamlined the creation and merging of job titles, so all new employees receive relevant training and safety training from day one.

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About 40 employees now use the software, and they enjoy working with DocXellent's highly skilled, extremely responsive team that does everything in its power to find the answer to any problem. DocXellent's support team was able to work with Mesa Labs' tight timeline and provide unmatched professional services. Jasmine Poeppell, Manager – Quality Assurance and Regulatory Affairs at Mesa Labs said, "I could not have asked for a better team – or one more helpful! The DocXellent Professional Services Team was probably one of the best groups of people I have ever worked with professionally."

Mesa Labs' team can also use the intuitive help portal DocXellent provides for instructional videos and documents, a chat feature, and other useful information for users.

Mesa Labs continues to benefit from DocXellent's ongoing development and improvement of its software and services, including its recent move to GxP/21 CFR Part 11 compliant cloud. Mesa Labs has no worries about the adherence of its document control solution and data to its industry's specific compliance requirements.