



ENSUR ✓ *Case Study*

Grant Industries Increases Revenue and Streamlines Audits With ENSUR

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Introduction

Grant Industries is a leading personal care products company that works primarily with cosmetics companies, helping to develop, manufacture, and market their products. Even though they work with cutting-edge performance chemicals, they were still relying on a network drive to store and share their Word documents. This manual process made it challenging to locate the paperwork required for audits and the most recent safety procedures. After switching to ENSUR for their [document management](#), Grant Industries noticed that the document management system catapulted their business to another level and has secured the confidence of their clients

The Problem: Hard to Locate Documents & Room for Human Error

Grant Industries relied on Word documents to store all their important data and documentation, including the current copies of the policies and procedures the employees needed to follow to maintain compliance and work safety. The manual process made it challenging to find the most up-to-date information when it was needed. It also led to many documents being categorized incorrectly, files getting misnamed, and duplicate copies being uploaded.

When it came time for Grant Industries to receive an audit, it would take days of preparation. And because of the lack of organization, the auditors would request to view many specific documents to make sure they were accounted for. Grant Industries also knew that [electronic document management systems](#) were becoming mainstream and if they didn't get onboard with the software, they would soon fall behind their competition in efficiency and customer trust. Even though they tried to be as dil

The Evaluation: Is There a DMS That Is Both Affordable and User Friendly?

When Grant Industries set out to find an electronic document management system, they were looking into several different platforms. During the evaluation process, they wanted to find a platform that has the technology necessary to improve the [quality control process](#), [document control](#), and analytical procedures. They also wanted a system that made it simple for their employees to locate the most recent versions of the standard operating procedures and policies.

After evaluating the platforms, [ENSUR](#) was the clear winner. According to Harry Peck, Quality Assurance Manager at Grant Industries, Inc., "ENSUR was the most affordable and the most straightforward," and it had all of the features they were looking for.

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The Solution: ENSUR Streamlines Multiple Processes While Being Simple to Use

While Grant Industries wanted a document management system that made the auditing process smoother, they also wanted to be able to earn their customers' trust with better management of their data. Many of their customers conduct their own audits, and they need to partner with a company that they can trust and have confidence in. ENSUR was able to provide this assurance in many ways:

- Allows employees to pull up the Safety Management policies with ease, making the work environment safer.
- Guarantees people are referencing the right version of the policies and procedures so that compliance is always upheld.
- Provides a reliable method to store and transfer documents.
- Makes it simple to locate specific documents on demand.
- Stores all private data and procedures securely.
- Gives full transparency to auditors and customers.
- Traces all user data and document versions so every change is recorded.

Overall, ENSUR provided Grant Industries with a simple-to-access, extremely organized document management system that met all of their needs.

The Outcome: Easier Audits, Increased Customer Confidence, and New Strategies

Grant Industries is thrilled with the results they have been able to achieve with ENSUR in the short six months they have been using it. To start, they loved the level of support they received from DocXellent during the setup process. Peck reports, "Since there are only three of us leading the quality efforts, we leaned on DocXellent a lot. They walked us through everything. In fact, they went way beyond what they needed to do to get us started."

The true test came when Grant Industries received their first big audit. The preparation time was reduced dramatically compared to how long it used to take them with their manual document management. More importantly, the streamlined, well-organized, easy-to-access system gave the auditors peace of mind. Since Grant Industries had every version of every document in one place, and they had a master list of all of their documentation, the auditor didn't have to question anything. In fact, the auditors only asked to see a few documents before they could confidently confirm compliance. In the past, the auditors had to dig much deeper.

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Additionally, Grant Industries has been able to quickly turn their investment in ENSUR into revenue. Oftentimes, the people who audit them are also potential customers. After seeing how dedicated Grant Industries is to quality and effective documentation, companies could confidently agree to do business with them. This opened up a whole new vertical to Grant Industries that is helping their company grow.

Best Practices: Get Organized First

Grant Industries is extremely satisfied with the results they have been able to achieve by switching to ENSUR for their document management—But that doesn't mean the process didn't have any mishaps. Peck uploaded more than 2,000 documents without double-checking their structure first. This led to a lot of re-organization once the documents were in the system. His advice is to take the time to organize the documents before moving forward with the upload. He suggests, "Spend time to double and triple check the documents and file structure before uploading. Have others, who are close to the material, review the upload plan and make sure everything is correct before [migrating documents](#)."

While Grant Industries has always operated in compliance, and they have always followed the Current Good Manufacturing Practice (CGMP) regulations, integrating ENSUR into their company has completely altered the way they do business. When customers audit the company before choosing to do business with them, they don't have to look very far to see that Grant Industries has their document management and safety procedures under control, and they easily convert into customers.