Entering a lucrative new industry with flexible, cloud-based quality

Industry	Logistics
Regulations	• FDA 21 CFR Part 210 • FDA 21 CFR Part 211 • FDA 21 CFR Part 820 • ISO 9001 • ISO 13485 • Good Distribution Practice
Uses Qualio for	• Documents • Training • Events • Suppliers

About Warehouse Anywhere

Warehouse Anywhere is a third-party logistics company offering storage, distribution and fulfilment support for thousands of companies in multiple industries across the US.

Their diverse customer base, which now includes major pharmaceutical and medical device operations, brings a complex web of quality and regulatory requirements with it.

The challenge

Warehouse Anywhere has an ISO 9001-based quality management system, but must also work to multiple niche requirements to match their customers.

The company is remotely distributed, and operated a Microsoft Word-based QMS that couldn't support more rigorous customer quality demands such as those within cold chain pharmaceuticals.

Requirements were documented, but deploying and controlling them among a nationwide, remotely distributed, hundreds-strong workforce with a generic Word system was impossible.

After a large contract was signed with a new customer with a series of rigorous quality and compliance demands, it became clear the company had to act.

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Millions of dollars of life science vertical revenue opened

1

Day of quality admin removed every week

10x

Faster implementation than competitors

"I can say with absolute certainty that Qualio's paid for itself. Qualio's facilitated millions of dollars at an annual account value level."

— Caleb Walters

Director of Quality, Warehouse Anywhere



The solution

In 2022, Warehouse Anywhere hired a series of consultants, followed by Caleb Walters as Director of Quality, to source and onboard a purpose-built and cloud-based electronic quality system that would remove the company's compliance bottleneck and open up the lucrative life science vertical market.

Qualio was selected as the optimal choice for 2 reasons:

1) Its superior flexibility and configurability could be tailored to match Warehouse Anywhere's diverse customer requirements - now and in the future

2) Its competitively priced SaaS model would allow the company to scale their eQMS long-term

"If a large pharma customer had come to us before, we would've had to have turned them down.

Having Qualio on our side gives the team confidence to meet those requirements.

I've shown our system to the big players and they're pretty impressed."

— Caleb Walters

Director of Quality,
Warehouse Anywhere

The results

Warehouse Anywhere unlocked an entirely new set of customers by upgrading their quality approach

New revenue streams

Warehouse Anywhere was unable to meet the **rigorous quality demands** of prospective life science customers with their old QMS. A **seamless, cloud-based system** connecting documents, quality events and staff training has allowed the remote company to push new customer requirements flexibly into their operation. By doing so, they've won lucrative new contracts with the top pharmaceutical and medical device companies in the US - adding '**millions of dollars**' to their bottom line.

Saved time

Core quality tasks like document control demanded time-consuming, back-and-forth activity within Word.

But with Qualio's integrated and purpose-built quality functionality, including its in-app document editor, Caleb estimates a **full day per week saved**.

Plus, the implementation time was a pleasant surprise for Caleb, who was accustomed to multi-year projects with Qualio competitors like Trackwise. Qualio was implemented in **just 10% of the time** Caleb was used to!

Connected quality

50 Warehouse Anywhere employees across the US now access a **single source of quality truth** governing their document and training activity.

And because Qualio is cloud-based and easily accessible with bespoke viewing permissions, Caleb has also shared access to certain system documents with **over 150 key suppliers**, allowing them to train on Warehouse Anywhere policies too. In turn, any third-party quality gaps can be plugged to ensure a **strong and compliant logistical supply chain**.

'Best in class' operation

Quality event management, such as tackling deviations, couldn't be executed with the company's previous QMS. Qualio Events has empowered the company with a **single area for raising and closing out quality events in real time**.

Engagement with the quality system has dramatically risen since the switch from Word, with **98% of company training** now completed on time. Caleb now enjoys a 'best in class' quality operation – and plans to roll Qualio out across all 450 employees to deepen its impact.