

## Case Study Pharmaceutical Solutions



### Business Challenge

A large pharmaceutical research facility had multiple separate systems for chemical management. With over 400 on-site laboratories, they were challenged to accurately track and report on the thousands of research chemicals they had in circulation.

This presented a risk for regulatory compliance and reporting for OSHA, DHS, EPA, and local environmental regulation authorities. The cost of regulatory fines for non-compliance can be tens of millions of dollars, and the damage to brand reputation significant and long-lasting.

It was essential to operations that the facility's researchers focus on their important work of inventing molecules. The challenge of maintaining regulatory compliance, however, deterred from this focus.

### Incora™ Solution

Incora provided an **integrated solution** of software and services providing key features such as:

- Managing incoming data accuracy
- Consolidating data into one system (*tcmlS*®)
- Assured SDS compliance
- Location and quantity tracking of on-site chemicals
- Performing periodic physical audits
- Providing gatekeeping reports
- Providing easily accessible data for regulatory reporting

Because both the system and the services were provided by one supplier, the pharmaceutical company knew exactly who to contact if there were an incident. In addition, managing thousands of chemicals was much more efficient.

---

### Results

The effectiveness and value of Incora's Chemical Management Services were put to the test during an incident where a small quantity of a hazardous chemical was noticed to be missing from the customer site. Using the data from the *tcmlS*® system, Incora personnel were readily able to:

- Identify all locations and quantities of the chemical
- Determine missing quantity of the chemical
- Pinpoint the specific lab location of the missing chemical

Local regulators were called in to investigate the incident. Due largely to the data in Incora's chemical management system, the pharmaceutical company was able to:

- Prove 100% compliance with regulations
- Fully satisfy the regulators' investigation and results
- Prevent hefty fines
- Protect its reputation

**The company's  
scientists were  
enabled to focus on  
inventing life-giving  
medicines.**

---