

# TrackWise System – Holistic Implementation Support (CSV)

We offer support for the TrackWise implementation, focusing on Computer System Validation to ensure that all aspects of the process meet regulatory compliance and industry standards. Our expert team provides comprehensive guidance throughout the entire implementation lifecycle, from planning and requirements gathering to execution and validation, ensuring that the system is configured and deployed effectively

## Comprehensive Requirements Analysis

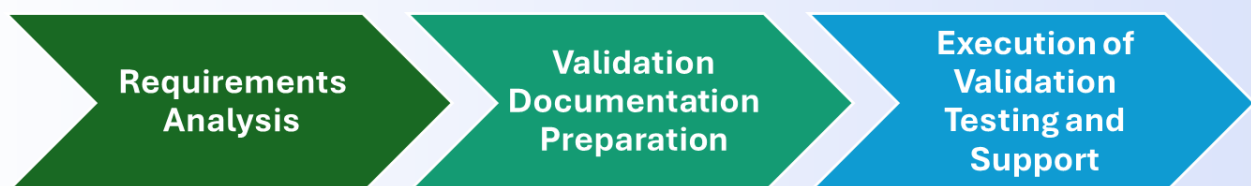
ZPS conducts an in-depth analysis of client requirements, facilitating workshops and interviews with stakeholders to gather essential information on business processes and regulatory needs. This analysis informs the development of a tailored implementation plan that addresses both functional and compliance requirements specific to the TrackWise System.

## Validation Documentation Preparation

Our team prepares all necessary validation documentation, including User Requirements Specifications (URS), Functional Requirements Specifications (FRS), and Validation Plans. These documents serve as a foundation for the validation process, ensuring that all system functionalities are well-defined and aligned with regulatory expectations.

## Execution of Validation Testing and Support

ZPS oversees the execution of validation testing, including Installation Qualification (IQ), Operational Qualification (OQ), and Performance Qualification (PQ). We provide ongoing support throughout the testing phase, ensuring that all issues are identified and resolved promptly. Additionally, we facilitate training sessions for end-users to promote proper system usage and ensure compliance with operational protocols.



# TrackWise System – General Routine Support

Zamann Pharma Support provides support for TrackWise routine, ensuring that organizations can maintain smooth and efficient operations while adhering to regulatory requirements. Our dedicated support team offers assistance with everyday system functionalities, user inquiries, and minor troubleshooting, enabling users to maximize the value of their TrackWise investment. We focus on proactive problem resolution and continuous improvement, helping clients optimize their workflows and maintain compliance with industry standards

## Assistance and Troubleshooting

ZPS offers real-time support to users encountering issues or needing guidance on the TrackWise System. This includes answering queries related to system functionalities, assisting with data entry processes, and resolving minor technical problems to ensure users can perform their tasks without interruptions.

## Routine System Maintenance

Our team conducts regular maintenance checks to ensure the TrackWise System operates smoothly and efficiently. This includes monitoring system performance, implementing software updates and patches, and performing routine backups to safeguard data integrity and prevent potential issues.

## Training and Resource Provision

ZPS provides ongoing training sessions and resources for users to enhance their understanding of the TrackWise System. This includes developing user guides, FAQs, and quick reference materials, as well as organizing workshops to address specific functionalities or updates, ensuring that users stay informed and competent in using the system effectively.

