TrackWise System – Process Optimization

Zamann Pharma Support provides expert consultancy to optimize processes within TrackWise, ensuring efficiency, compliance, and alignment with business needs. We identify GAPs in workflows, analyze inefficiencies, and propose customized solutions to enhance system performance, reduce manual efforts, and streamline Quality Management processes. Our approach ensures that TrackWise fully supports operational excellence while maintaining regulatory compliance

Process GAP Analysis and Identification

We conduct a detailed assessment of existing TrackWise workflows to identify bottlenecks, redundancies, and compliance risks. This includes evaluating how well current processes align with both business and regulatory requirements. At the end of this phase, a comprehensive GAP analysis report is delivered, highlighting key findings and recommendations for improvement.

Process Optimization and Automation Strategy

Based on the GAP analysis, we design and implement optimized workflows that eliminate inefficiencies and improve process integration. We identify automation opportunities that reduce manual tasks, enhance data accuracy, and improve system usability. The goal is to ensure that all TrackWise functionalities are leveraged effectively while maintaining alignment with industry best practices.

Change Implementation and Performance Monitoring

Once process improvements are designed, we develop a structured implementation plan that includes stakeholder engagement and change management strategies. After deployment, we monitor key performance metrics to ensure that optimizations are delivering the expected benefits. Additionally, we provide continuous improvement recommendations to maintain long-term efficiency gains and system compliance.

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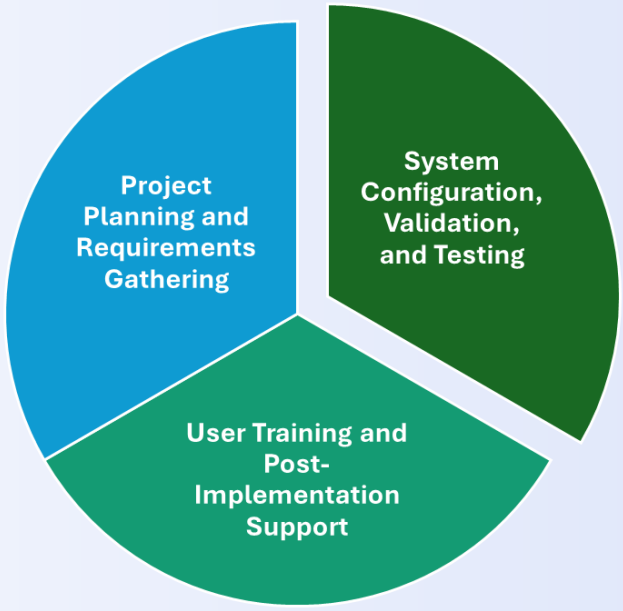
TrackWise System – Software Implementation

Zamann Pharma Support provides end-to-end consultancy for the implementation of the TrackWise system, ensuring a smooth and compliant deployment customized to the client's operational and regulatory needs. Our expertise covers project planning, system configuration, validation, user training, and post-implementation support. We ensure that the system is implemented efficiently, meets global regulatory standards, and aligns with business objectives

Project Planning and Requirements Gathering

We conduct a thorough assessment of the client's business processes and regulatory requirements to define a clear implementation roadmap. This includes gathering system requirements, mapping key functionalities, and identifying integration points with existing enterprise systems. A detailed project plan is developed, covering timelines, responsibilities, and risk mitigation strategies.



System Configuration, Validation, and Testing

Our experts configure the TrackWise system according to business needs, ensuring proper setup of workflows, user roles, permissions, and reporting structures. We execute Computerized System Validation (CSV) activities following GAMP5 guidelines, including risk assessments, IQ/OQ/PQ protocols, and validation documentation. Functional and user acceptance testing (UAT) is performed to ensure system reliability before go-live.

User Training and Post-Implementation Support

We provide comprehensive training programs to ensure users understand the system's functionalities and can operate TrackWise efficiently. This includes training materials, hands-on workshops, and real-case simulations. Post-implementation support is provided to monitor system performance, address issues, and ensure a seamless transition to full-scale operations.

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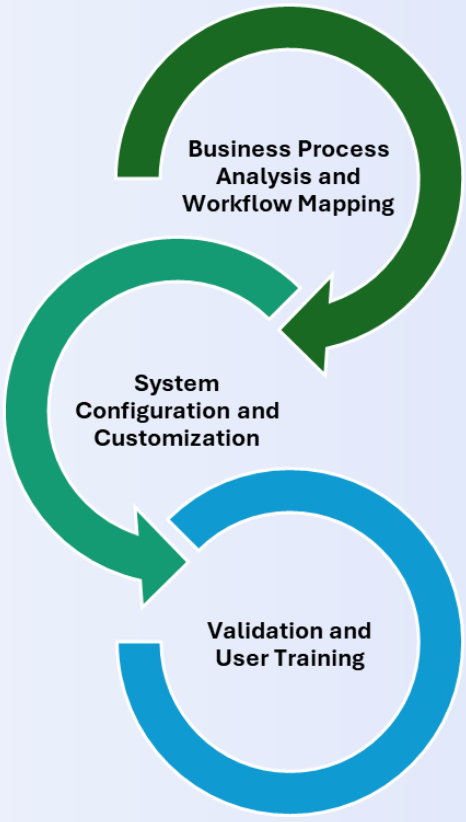
TrackWise System – Workflow Configuration and Customization

We provide expert consultancy for configuring and customizing TrackWise workflows to align with the client's specific business processes and regulatory requirements. Our service ensures that workflows for CAPA, deviations, change control, audits, and complaints are optimized for efficiency, compliance, and user experience. We focus on designing flexible and scalable configurations that enhance automation, data integrity, and reporting capabilities

Business Process Analysis and Workflow Mapping

We work closely with stakeholders to analyze existing business processes, identify inefficiencies, and define requirements for workflow automation. A detailed mapping exercise is conducted to align TrackWise functionalities with business objectives, ensuring compliance with industry standards such as FDA, EMA, and GAMP5.



System Configuration and Customization

Our team configures TrackWise workflows based on defined process requirements, setting up user roles, approval hierarchies, notifications, and escalation paths. Customization efforts include scripting, form modifications, and integration with external systems, ensuring seamless workflow execution and improved data visibility.

Validation and User Training

To ensure regulatory compliance, we perform validation activities, including risk assessments, test script execution, and documentation review. User training is conducted to familiarize teams with the new workflows, covering hands-on exercises and troubleshooting strategies to ensure smooth adoption and operational efficiency.

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TrackWise System – Software Validation

Zamann Pharma Support offers specialized consultancy services for the validation of TrackWise, ensuring compliance with regulatory standards such as FDA 21 CFR Part 11, EMA Annex 11, and GAMP5. Our validation process guarantees that the system operates as intended, maintains data integrity, and meets all functional, security, and performance requirements. We provide end-to-end validation support, including planning, documentation, testing, and ongoing maintenance to keep the system in a validated state

Validation Planning and Risk Assessment

We develop a comprehensive Validation Master Plan (VMP) and perform risk assessments to define the validation scope, strategy, and critical parameters. This ensures a risk-based approach aligned with regulatory expectations and business needs, minimizing compliance risks.

Authoring and Execution of Validation Protocols

Our experts create and execute key validation documents, including User Requirements Specification (URS), Functional Specification (FS), Installation Qualification (IQ), Operational Qualification (OQ), and Performance Qualification (PQ). Each test script is meticulously designed to verify system functionality and compliance with predefined acceptance criteria.

Validation Maintenance and Compliance Monitoring

We establish a continuous validation strategy by reviewing change controls, performing periodic re-validations, and assessing the impact of software updates. This ensures that TrackWise remains in a validated state throughout its lifecycle while maintaining alignment with evolving regulatory requirements.

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TrackWise System – Master Data Management

Zamann Pharma Support provides specialized consultancy services for the management of Master Data within TrackWise, ensuring accuracy, consistency, and compliance with regulatory and operational requirements. Our approach includes the structuring, validation, and continuous maintenance of Master Data to optimize system performance and reliability. By implementing strong governance practices, we help companies maintain data integrity and improve the efficiency of quality processes managed within TrackWise

Master Data Structuring and Standardization

We analyze and define a structured approach for Master Data elements, such as suppliers, products, equipment, and processes, ensuring consistency across the TrackWise system. This includes standardizing naming conventions, categorizing data, and defining relationships between data elements to improve usability and reporting.

Data Accuracy and Integrity Verification

Our experts conduct periodic reviews and audits of existing Master Data records to identify inconsistencies, redundancies, or outdated information. We provide corrective action plans and update strategies to maintain compliance with GMP, FDA, and other regulatory requirements, ensuring data reliability for decision-making.

Ongoing Master Data Maintenance and Governance

We establish governance frameworks and maintenance routines to ensure continuous data accuracy. This includes defining ownership roles, implementing approval workflows for data changes, and training teams on best practices for maintaining high-quality Master Data in TrackWise.

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TrackWise System – Version Upgrade Support

We provide expert consultancy for companies upgrading their TrackWise system version, ensuring a seamless transition without disruptions to operations or compliance risks. Our service includes a comprehensive impact assessment, validation strategy, and user support to maintain system integrity and alignment with regulatory requirements. By implementing structured upgrade processes, we help organizations optimize system performance while minimizing downtime and ensuring user adoption

Impact Assessment and Upgrade Planning

We conduct a thorough evaluation of the existing TrackWise configuration, identifying potential risks, system dependencies, and business process impacts. A detailed upgrade plan is developed, including timelines, resource allocation, and mitigation strategies to ensure a smooth transition.

Validation and Compliance Assurance

Our experts manage the validation activities required for the upgraded version, including test script creation, execution of Installation Qualification (IQ), Operational Qualification (OQ), and Performance Qualification (PQ), and risk assessments to comply with GAMP5, FDA, and other global regulatory standards.

User Training and Post-Upgrade Support

To ensure a successful upgrade, we provide training sessions for end-users and administrators, focusing on new functionalities, process changes, and best practices. Additionally, we offer post-upgrade monitoring and troubleshooting support to quickly address any issues and optimize system performance.

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TrackWise System – Migration from On-Premise to Cloud (AWS) – ZPS Expertise

Zamann Pharma Support offers specialized consultancy services for the migration of the TrackWise System from an on-premise infrastructure to a cloud-based solution on Amazon Web Services (AWS). Our team of experts provides end-to-end support, ensuring a seamless transition while minimizing disruption to business operations. We leverage best practices and industry standards to enhance system performance, scalability, and security in the cloud environment. ZPS is dedicated to delivering customized solutions that align with your specific business needs and regulatory requirements

Comprehensive Assessment and Planning

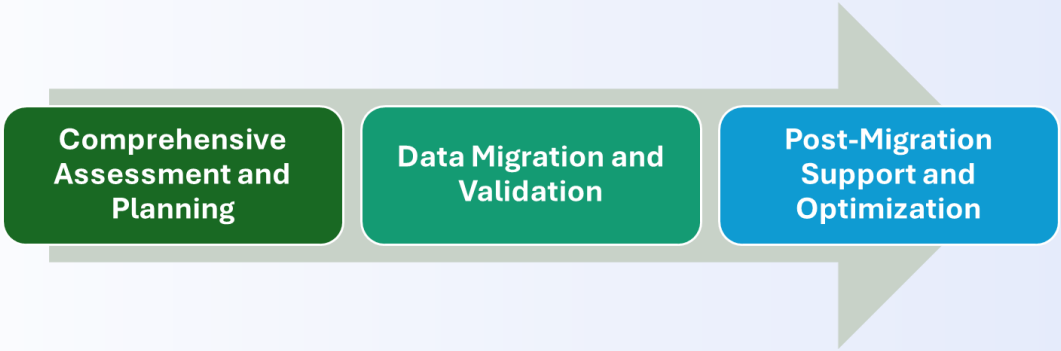
ZPS conducts a detailed analysis of the existing TrackWise setup, identifying key functionalities and data dependencies. This assessment forms the basis for a customized migration strategy, ensuring that all critical elements are accounted for and optimized for the cloud environment.

Data Migration and Validation

Our team manages the secure transfer of data from the on-premise TrackWise system to the AWS cloud, implementing robust validation processes to ensure data integrity and compliance with regulatory standards. This includes testing data accuracy and functionality within the new cloud environment.

Post-Migration Support and Optimization

After the migration is complete, ZPS provides ongoing support to fine-tune the TrackWise system in the cloud. This includes performance monitoring, system upgrades, and user training to maximize the benefits of the new cloud infrastructure, ensuring that clients achieve optimal efficiency and effectiveness.



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TrackWise System – Crystal Report Development

Zamann Pharma Support specializes in Crystal Report Development for the TrackWise System, delivering customized reporting solutions that enhance data visibility and decision-making processes. Our expert team collaborates with clients to understand their specific reporting needs, creating customized reports that integrate seamlessly with TrackWise. By utilizing advanced analytics and visualization techniques, ZPS transforms complex data into actionable insights, helping organizations comply with regulatory standards and improve operational efficiency. With a focus on user-friendly designs, our reports empower stakeholders at all levels to make informed decisions based on real-time data

Requirements Gathering and Analysis

ZPS conducts thorough discussions with stakeholders to gather detailed reporting requirements, ensuring a clear understanding of the specific metrics and data needed for effective decision-making. This phase involves identifying key performance indicators (KPIs) and desired outcomes for the reports.

Report Design and Development

Our team develops customized Crystal Reports customized to the TrackWise System, utilizing best practices in data visualization and layout design. This includes creating dynamic reports that allow users to filter, sort, and drill down into data, enhancing usability and insights.

Testing and Training

After report development, ZPS performs rigorous testing to ensure accuracy and functionality. We provide training sessions for end-users, equipping them with the knowledge and skills to effectively use the reports for data analysis and compliance purposes, ensuring they can leverage the full potential of the reporting tools.

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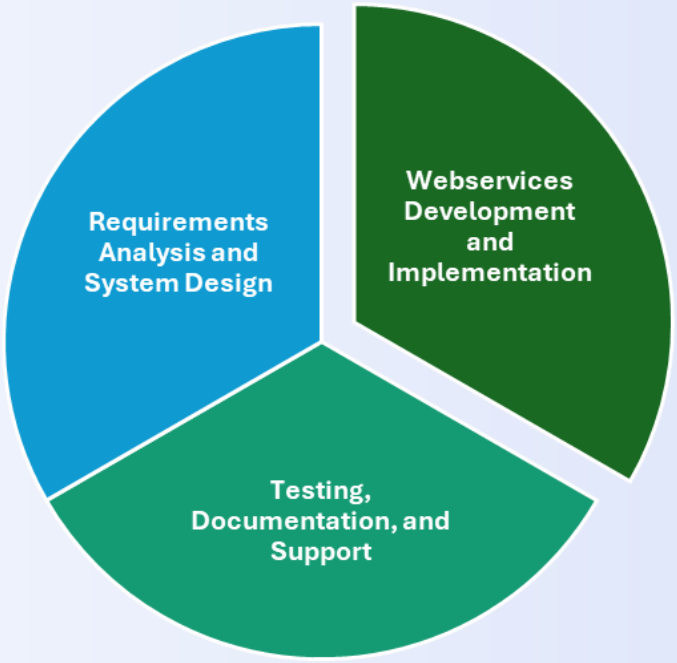
TrackWise System – Webservices Development

We offer specialized consultancy services for Webservices development within the TrackWise System, enabling seamless integration with external applications and systems. Our expert team designs and implements robust web services that facilitate real-time data exchange, enhancing collaboration and operational efficiency across various platforms. By leveraging industry standards and best practices, ZPS ensures that the developed web services are secure, scalable, and customized to meet the unique needs of pharmaceutical organizations

Requirements Analysis and System Design

ZPS begins by conducting comprehensive discussions with stakeholders to gather requirements for the web services needed in the TrackWise System. This involves identifying integration points, data formats, and specific use cases to ensure that the developed services align with business objectives and technical specifications.



Webservices Development and Implementation

Our team develops and deploys secure and efficient web services that integrate TrackWise with other systems, such as ERP, CRM, or laboratory management systems. This includes coding, testing, and configuring the services to ensure they meet the established requirements and function seamlessly within the existing infrastructure.

Testing, Documentation, and Support

Following the development phase, ZPS conducts thorough testing to validate the functionality and performance of the web services. We also provide comprehensive documentation, detailing service endpoints, data structures, and usage instructions. Additionally, our team offers ongoing support and maintenance to address any issues and ensure optimal performance post-implementation.

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TrackWise System – Integration and Data Migration Projects

We offer specialized services related to Integration and Data Migration Projects for TrackWise, providing comprehensive solutions to streamline data flow and ensure accuracy during system transitions. Our team of experts assesses existing infrastructures and designs customized integration strategies that facilitate seamless communication between TrackWise and other enterprise systems. We prioritize data integrity and compliance throughout the migration process, utilizing best practices to minimize disruption and maximize efficiency

Assessment and Strategy Development

ZPS conducts a thorough assessment of the current data landscape and integration needs, identifying key data sources, formats, and workflows. Based on this analysis, we develop a comprehensive integration and migration strategy that outlines the project scope, timelines, and resource requirements to ensure a successful implementation.

Data Mapping and Transformation

Our team works on mapping existing data from legacy systems to the TrackWise format, ensuring that all relevant information is accurately captured and transformed as needed. This process involves creating detailed documentation that specifies data field mappings, transformation rules, and validation criteria to maintain data integrity.

Execution, Testing, and Validation

ZPS executes the integration and migration plan, utilizing automated tools and scripts to facilitate efficient data transfer and integration. We conduct rigorous testing to validate the migrated data's accuracy and completeness, ensuring that all integrated systems function seamlessly. Post-migration, we provide detailed reports and support to address any issues and ensure that the TrackWise System operates optimally with the newly integrated data.

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TrackWise System – Training and Knowledge Transfer

Zamann Pharma Support offers specialized consultancy services in Training and Knowledge Transfer for the TrackWise System, aimed at empowering organizations to maximize their investment in this critical software. Our expert trainers provide customized training programs that address the unique needs of users at all levels, from beginners to advanced users, ensuring a comprehensive understanding of system functionalities. By focusing on hands-on learning and practical applications, ZPS enhances user proficiency, promotes best practices, and fosters a culture of continuous improvement

Training Needs Assessment

ZPS conducts a detailed assessment of the organization's training requirements, identifying the skills gaps and specific functionalities of the TrackWise System that users need to master. This assessment includes discussions with stakeholders to tailor the training curriculum to meet the unique needs of different user groups within the organization.

Customized Training Program Development

Based on the assessment, our team designs a customized training program that includes a mix of theoretical knowledge and practical exercises. This program may consist of classroom training, online modules, and hands-on workshops, focusing on key features such as data entry, report generation, and compliance workflows specific to the TrackWise System.

Knowledge Transfer and Support

ZPS implements the training sessions, ensuring active participation and engagement from users. We also provide supplementary resources such as user manuals, quick reference guides, and FAQs to support ongoing learning. Additionally, post-training support is offered through Q&A sessions and follow-up workshops to reinforce learning and address any challenges users may encounter while utilizing the TrackWise System.

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TrackWise System – Continuous Support and Maintenance

Zamann Pharma Support provides Continuous Support and Maintenance services for the TrackWise System, ensuring that organizations can operate efficiently and effectively in a regulated environment. Our dedicated support team offers proactive monitoring, troubleshooting, and performance optimization to maintain system integrity and compliance with industry standards. We prioritize timely responses to user inquiries and system issues, enabling seamless operations and minimizing downtime

Proactive System Monitoring

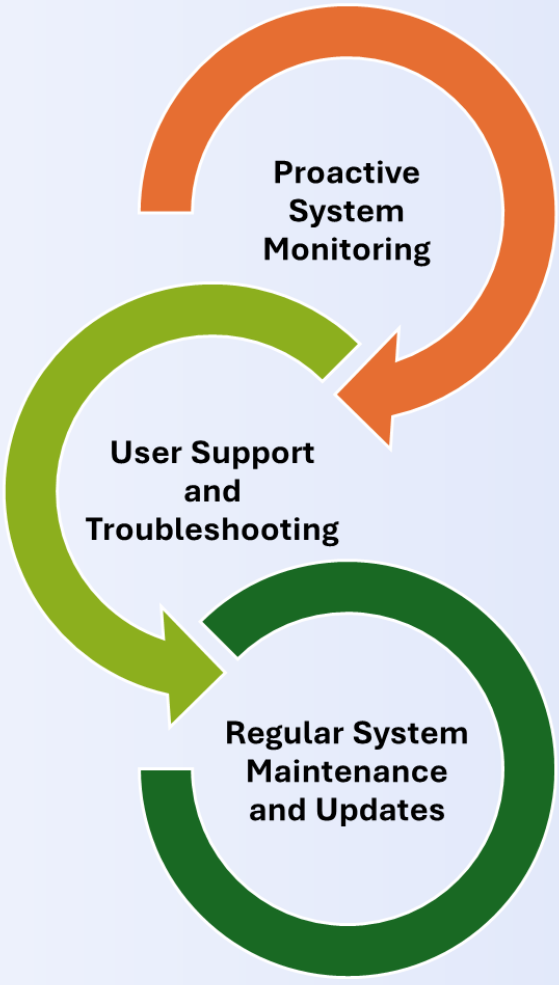
ZPS implements continuous monitoring of the TrackWise System to identify potential issues before they impact operations. This includes tracking system performance metrics, user activity, and data integrity, allowing us to address any anomalies swiftly and ensure optimal performance.

User Support and Troubleshooting

Our support team provides comprehensive user assistance, addressing inquiries and resolving technical issues related to the TrackWise System. This includes a helpdesk service for users to report problems, along with detailed documentation and resources to guide them in utilizing the system effectively.

Regular System Maintenance and Updates

ZPS conducts routine maintenance activities, including software updates, patches, and configuration adjustments, to ensure that the TrackWise System remains current and secure. We also perform regular audits to verify compliance with regulatory requirements and best practices, providing clients with peace of mind regarding their system's performance and reliability.



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TrackWise System – Ongoing Validation Support

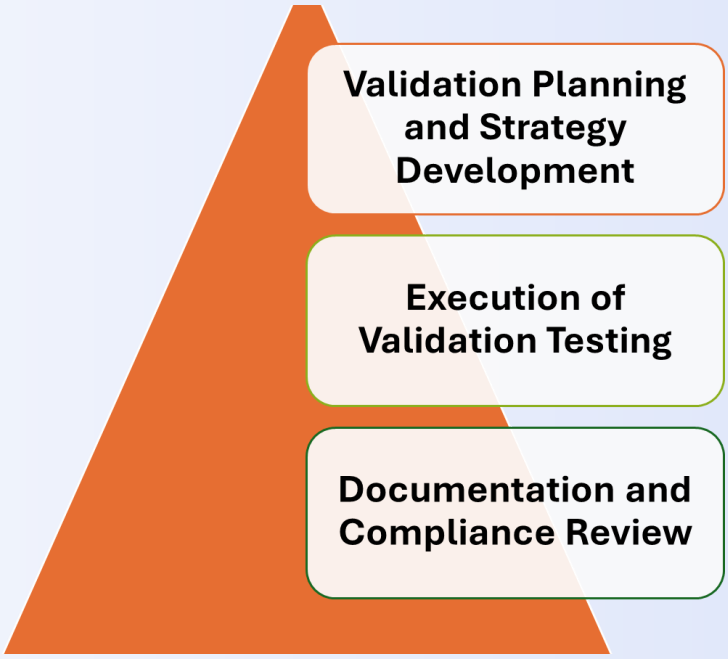
Zamann Pharma Support (ZPS) offers Ongoing Validation Support for the TrackWise System, ensuring that the software consistently meets regulatory compliance and operational requirements throughout its lifecycle. Our expert team provides comprehensive validation strategies customized to the specific needs of pharmaceutical organizations, enabling them to maintain high-quality standards in data integrity and system performance. We focus on delivering thorough documentation and systematic testing processes to support both initial validation and ongoing compliance efforts

Validation Planning and Strategy Development

ZPS collaborates with clients to develop a detailed validation plan that outlines the scope, objectives, and methodologies for validating the TrackWise System. This includes defining the specific regulatory requirements that must be met and establishing timelines and resource allocations for the validation process.

Execution of Validation Testing

Our team conducts rigorous testing to validate system functionalities, including installation qualification (IQ), operational qualification (OQ), and performance qualification (PQ). This ensures that the TrackWise System operates as intended and meets all predefined acceptance criteria, with detailed documentation maintained throughout the process.



Documentation and Compliance Review

ZPS prepares and reviews all necessary validation documentation, including test plans, protocols, and final reports, to ensure compliance with industry standards and regulatory guidelines. We also conduct regular compliance audits and provide guidance on best practices, helping clients maintain their validation status and address any gaps or non-conformities that may arise over time.

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TrackWise System – DRT Test Execution

Zamann Pharma Support (ZPS) provides expert consultancy services for DRT (Data Retrieval Testing) Test Execution within the TrackWise System, ensuring the accuracy and reliability of critical data management processes. Our team specializes in designing and executing thorough DRT test plans that validate data integrity and retrieval functionalities, which are essential for compliance in regulated environments. By employing systematic testing methodologies and best practices, ZPS helps organizations identify and resolve potential data issues, enhancing overall system performance

Test Plan Development

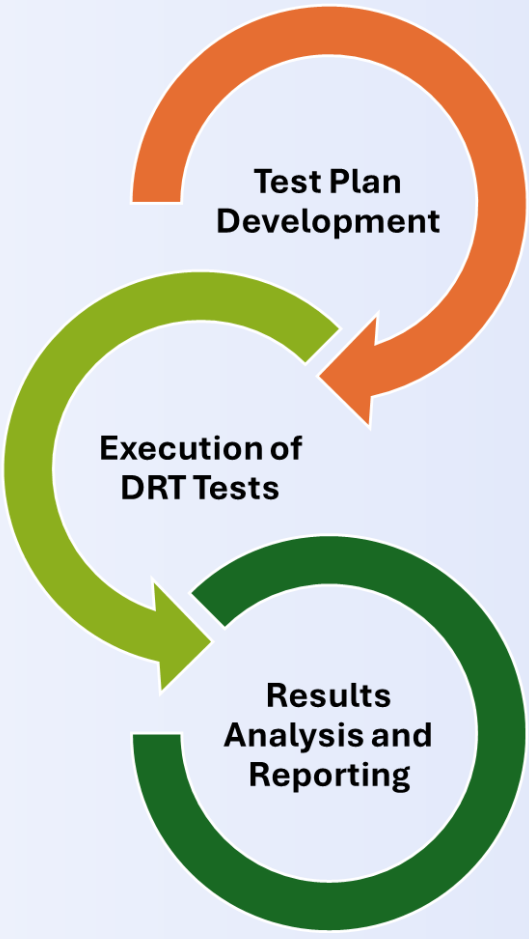
ZPS collaborates with clients to develop a comprehensive DRT test plan that outlines the testing scope, objectives, methodologies, and success criteria. This plan includes specific data scenarios and retrieval processes that are crucial for validating the TrackWise System's functionality and ensuring alignment with regulatory requirements.

Execution of DRT Tests

Our team executes the DRT tests according to the established test plan, systematically validating data retrieval processes and ensuring that the TrackWise System returns accurate and complete information. This involves running various queries and scenarios to assess the system's response and identifying any discrepancies or issues that may arise during testing.

Results Analysis and Reporting

Following test execution, ZPS conducts a thorough analysis of the test results, documenting findings and identifying any areas requiring remediation. We provide clients with detailed reports that outline test outcomes, recommendations for improvements, and necessary corrective actions, ensuring that organizations can maintain data integrity and compliance in their TrackWise System.



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