

CASE STUDY

Merck consolidates 12 siloed solutions to a single platform with CARA

The Merck Group is a German multinational science and technology company headquartered in Darmstadt, with employees in 66 countries. The group includes around 250 companies; the main company being Merck KGaA in Germany. Merck is the oldest pharmaceutical company in the world, having recently celebrated it's 350th anniversary.

The Merck logo is displayed in a bold, white, sans-serif font. The letters are closely spaced, with the 'M' and 'E' being particularly prominent. The background of the slide features a complex, glowing blue pattern of interconnected dots and lines, resembling a molecular structure or a network, which adds a scientific and technological feel to the presentation.



85,000
users



12 systems
consolidated



18 million
documents



21 CFR
Part 11

The Challenge



Merck KGaA had multiple siloed systems for managing Quality, Regulatory, Safety and Clinical (eTMF) processes.

The solution



The solution was to implement CARA across the board as a replacement for these systems. This included the main Regulatory Submissions documentation system, Quality documents, PV documents, as well as Safety Data Exchange Agreements, which then automatically generates PSMF Annexes, reducing the cycle time from 3 weeks to minutes. Additionally, Merck has implemented CARA for eTMF as well as for managing Medical Inquiries. Call centre staff receive calls or emails with inquiries and can search for responses in real time, reducing the cycle time and improving the SLA achievements.

The Benefits



Users benefit from faster process times, better performance in CARA than previous systems, and a single UI that is consistent across repositories, allowing for reduced training. IT has an easier task with system maintenance and a single common infrastructure for their systems.

Since implementation, Merck have moved multiple systems in the Quality area to the CARA Cloud in 2021, which provided cost savings and increased efficiency. This cloud migration also allowed external companies to access the systems for collaboration.

About Merck

Learn more here: www.merckgroup.com/en

Over the last 350 years, Merck KGaA, ethos has been fixed in their positive belief of science and technology, these guiding principles have been shaped since 1668. Their belief inspires ongoing research and innovation, aimed at creating a future worth living. As a family-owned company with a rich history spanning over 350 years, Merck is synonymous with sustainability, responsibility, and a commitment to innovative excellence.

About Generis

Learn more here: www.generiscorp.com

Generis is a UK-headquartered developer of the world-class CARA Life Sciences Platform. We help Life Science companies to decrease their time to market with a comprehensive platform for the business processes, data, and content of the product development lifecycle.

60% of the top 20 life sciences companies rely on Generis' CARA™ Life Science Platform, including AbbVie, Bayer, Biogen, Gilead, Merck KGaA and Pfizer. Today Generis serves more than 700,000 users worldwide, providing standardised apps for Regulatory, Quality, Safety, and Clinical processes powered by a single information lake that gives users instant access to cross-functional data and enables powerful process optimisation.