

TrackWise Digital® DMS

For nearly three decades Sparta Systems has been delivering quality management systems to the life sciences industry. They have established themselves as the clear leader in this market sector and, with the December 2020 acquisition by Honeywell, seem well positioned for further growth.

With the successful launch and market penetration of the TrackWise Digital platform behind them, Enterprise level companies are showing increasing interest in Sparta's advancing solution capabilities. Of particular importance will be the maturation of the TrackWise Digital document management system (DMS) capabilities. As experts in this area, we looked »under the hood« to see what TrackWise Digital DMS offers and what is on the horizon.

The competitive advantage of Sparta Systems is the depth of its portfolio. The company provides more solutions and flexible options compared to standalone quality management solution providers. For clients leveraging multiple technology platforms, it also provides a large number of options from an integration standpoint. Their solution optimizes workflows while streamlining operational processes across third parties and suppliers.

From a product standpoint, the DMS has seen significant investment – an important step in supporting the Sparta vision of an interconnected digital quality management ecosystem. Management of quality documents is a fundamental part of the value proposition and a fully capable DMS is foundational to supporting the ability to bring all the data/documents together and get real-time notifications when there is a quality issue – whether that issue is internal or external to the organization.

Overall, we were impressed with the advancements made by the Sparta product team over recent months and feel that some significant innovations have been made.

Our technical team is continuing to review the DMS capabilities with direct support and engagement from the Sparta product team.

About The Product

The TrackWise Digital document management system (DMS) is part of the TrackWise enterprise quality management solution (EQMS), the company's flagship product. It is an enterprisewide solution that supports manufacturing and R&D content, collaboration, and training. TrackWise Digital DMS facilitates collaboration in a controlled ecosystem so organizations have the capability to collaborate with their partners and suppliers more effectively. There is also support for just-in-time training on the shop floor and the ability to relate existing documentation to quality events, CAPA, or complaints, and identify gaps in documentation.

Vendor Snapshot



Company: Sparta Systems,
a Honeywell company

Product: The TrackWise Digital Document Management solution is part of the TrackWise Digital® service, a next-generation, cloud and digital QMS AI-enabled SaaS platform

Headquarters: United States

Global Locations: North America, Europe, Asia-Pac, Latin America

Number of employees: 300+

Focus: Sparta Systems provides industry-leading quality management systems, bringing together an organization's quality processes in a single place. With nearly a million users in more than 30 countries, Sparta serves large enterprise and mid-market life science and medical device companies.

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Leading

A true platform solution

TrackWise was designed to support enterprise-wide content management across manufacturing and R&D, delivering a more closed-loop workflow for content, collaboration and training. We believe this to be an important and strong differentiator.

Innovative

Keeping one step ahead is difficult in any industry, but Sparta has proven it's cutting edge in so many areas in order to bring advanced digital capabilities required for life sciences companies to manage growing complexities in manufacturing while ensuring product quality, patient safety, and supply chain continuity. A good example is the company's commitment to incorporating artificial intelligence and new industrial internet of things (IIoT) enabled capabilities to connect operational and quality data. This is clearly an area of market differentiation that will keep Sparta ahead.

Powerful workflow automation

TrackWise supports centralized and consolidated tracking, workflow management, and regulatory reporting for all critical business processes. There are many use cases for Sparta's functionality that include creating working instructions with third parties and collaboratively creating content and sharing ideas in real-time. Companies are able to support just-in-time training on the shop floor by allowing workers access to the correct versions of instructions. They can also relate existing documentation to quality events, CAPAs, or complaints, and identify gaps in documentation, which allow for a closed-loop tracking of updates.

Flexible integration

TrackWise seamlessly integrates with QMS and TMS systems. There is an ability to easily collaborate in real-time with people and groups inside and outside of the company. Intelligent automation reduces effort to create documents and manage documents. Intuitive user interface allows customers to immediately feel comfortable using the system.

What's coming?

If Honeywell's plans are any indication, we imagine Sparta's product roadmap will grow over time with a focus on functionality that will enable life science organizations to leverage their data more fully. As we understand it, Sparta's offerings will combine with Honeywell Forge to provide greater value to life science clients. Strategically, Sparta is building toward support for larger and more complex organizations and therefore a robust DMS offering is a pre-requisite to deploying a full cloud solution. We will continue to monitor the progress of the DMS and the expanding platform.

Lagging

Comprehensiveness should not mean complexity

Users report that TrackWise can be improved by making it less complex and more user friendly and intuitive. Fewer clicks and easier ways to navigate would add to the user experience. Users are looking for more flexibility and not as much complexity. This is an important area for improvement and extension into the DMS as a positive («seamless») UX will be a requirement by clients to ensure appropriate user adoption.

Support for bulk uploads

Sparta recognizes that life science companies need to eliminate paper processes and embrace a digital-first approach across the enterprise. That's the only way to reduce replication and eliminate human error. While more sophisticated bulk upload is currently a weak spot for Sparta, the company is planning better support of bulk actions, including bundling documents through a workflow. We will continue to monitor this functionality and track progress towards a more effective solution.

Virtual documents

An important area for improvement is virtual document capabilities as this is somewhat lacking in the current version. Enhancements are planned in 2022.

Conclusions

We have been impressed with the improvements made to the TrackWise Digital® DMS solution over recent months. The Sparta team continues to make significant investment in the DMS capabilities. As noted in our comments, there remain some areas where a more industrialized and robust offering needs to be created. The level of maturity of the product is increasing and many of the «must have» features have been added.

Need support in moving to TrackWise Digital® DMS?

fme Life Sciences is a Sparta Partner and we can support you with determining the best path forward to deploying the DMS solution. With our deep expertise and knowledge of document management solutions, we provide insight and practical recommendations to support your plans.