



Pfizer and Audata

In 1999, Pfizer asked Audata to implement an electronic retention-scheduling (ERS) product. Audata analysed the business processes and information requirements of over 40 departments.

This information was then used to assess the records and documents that were held in the records centre. Audata were then invited to project manage the implementation of Wisdom, an electronic records management system (ERMS) from Diagonal Solutions.

The ERS and Wisdom were integrated so that users are able to browse the classification plan or search across key words. This allows Pfizer staff to find, for example, all records regarding a medicine, from the original batch cards produced in the factory, and clinical trials information, to licensing records and marketing campaigns.

Audata imported data from various legacy systems into Wisdom, ensuring that all records were held in one place only.

The confidence of users was increased, since any record could be found by consulting Wisdom.

Audata prepared and presented the user training, installed the software on desktops, and set up a help desk to provide both software and records management support to Pfizer staff on three main sites, and nine regional offices.

About Pfizer

Their innovative, value-added medicines improve the quality of life of people around the world and help them enjoy longer, healthier and more productive lives. The company has three business areas: pharmaceutical health care, animal health and consumer health care. Their medicines are available in more than 150 countries.

Pfizer's mission is to become the world's most valued company to patients, customers, colleagues, investors, business partners, and the communities where they work and live.

Pfizer dedicates itself to humanity's quest for longer, healthier, happier lives through innovation in pharmaceutical, consumer, and animal health medicines.

***“With Wisdom
we can find any
record quickly
and accurately”***

Gary Johnston - Records Management