

“WebEx WebOffice provides us with so many benefits, such a range of functionality that we need, and it does this without taxing our limited resources for IT. That’s why I appreciate WebEx WebOffice.”

— Dan Kaczka, Senior Validation Specialist, Performance Validation

## Performance Validation uses WebEx WebOffice to easily share critical SOP documents online



### INDUSTRY

Pharmaceutical &  
Medical Device Commissioning

### SUMMARY

Performance Validation uses WebEx WebOffice to post its Standard Operating Procedures (SOPs) and other company documents in a central online repository where remote office workers and field representatives visiting client sites can easily access these critical documents.

### ABOUT PERFORMANCE VALIDATION Line of Business

Validation and Commissioning Services

### Headquarters

Indianapolis, IN

### Number of WebOffice Members

130

### WebEx WebOffice User Since 2004

### HIGHLIGHTS

- Performance Validation uses WebEx WebOffice to post and disseminate Standard Operating Procedures (SOPs), HR documents and other companywide documents — making these documents instantly available to approximately 130 employees at remote offices and at client sites.
- Performance Validation would not have an intranet solution without WebEx WebOffice, because it has no IT department to design or maintain one.
- Performance Validation uses the WebEx WebOffice online calendar for group scheduling.

### Customer Business Profile

Performance Validation is a nationwide leader in providing validation, commissioning, and construction quality services for pharmaceutical, biotechnology, and medical device manufacturers. The company is headquartered in Indianapolis, with remote offices in Kalamazoo, MI, Cincinnati, Ohio, and Raleigh, NC.

### The Situation

Performance Validation needed an easy way to share Standard Operating Procedures (SOPs) and other business documents company-wide — at its remote offices and at client sites.

### The Solution

Performance Validation chose WebEx WebOffice to post and disseminate Standard Operating Procedures (SOPs), HR documents and other company-wide documents.

Approximately 130 Performance Validation employees are using WebEx WebOffice to share working documents.

SOPs are posted on its WebEx WebOffice Document Manager for long periods of time, while other documents may have a higher turnover rate. Frequently, the WebOffice Document Manager is used to provide project folders for teams at various locations who are trading documents on a daily basis.

### The Benefits

Performance Validation can easily share the most recent version of its working documents online with all employees. The firm also uses the WebEx WebOffice online calendar for scheduling.

“There is so much I like about WebEx WebOffice — so many benefits, but what I like the most is that I don’t have to design and maintain it,” says Dan Kaczka, Senior Validation Specialist. “Unofficially, you could say I’m the company’s IT Manager.” Kaczka’s responsibilities also include helping the firm’s consultants with workstation problems, as well as working directly with customers as a validation specialist himself — verifying that pharmaceutical and medical equipment works as it is designed to work.

“I work for clients, most of the time, so to develop a company intranet function on top of that would just have been impossible. Without WebEx WebOffice, we probably just wouldn’t have had a company-wide intranet. We would have had to do without one,” says Kaczka.