



Case Study

Custom Veterinary Services Completely Revamped their Business Processes with QT9

With QT9's quality management software suite and ERP suite, Custom Veterinary Services modernized their entire business operations and quality management system. Now, they have full visibility so they can deliver a seamless customer experience.



Industry
Veterinary Services



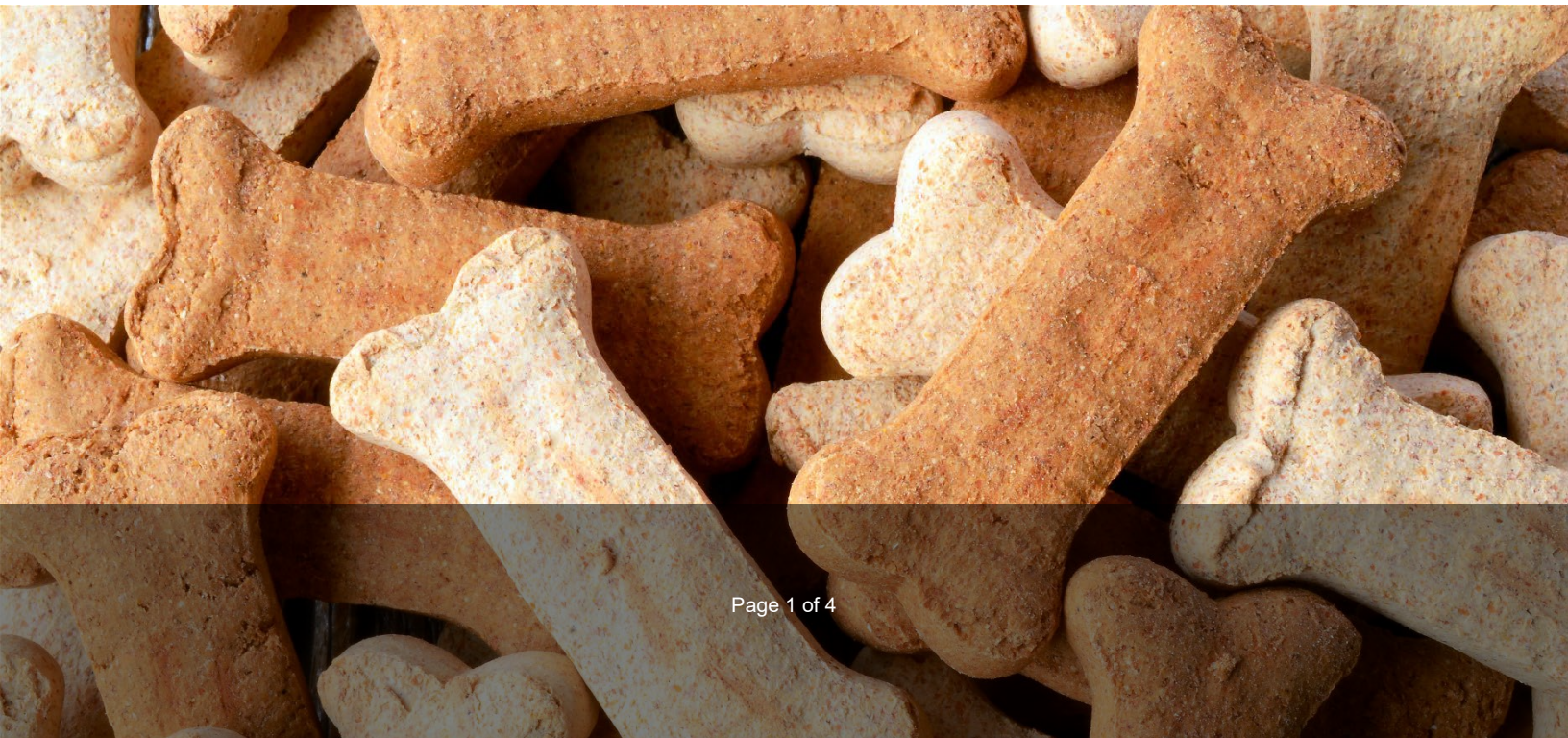
Founded
2005



Location
Hialeah, FL



Employees
200+





Challenge

Custom Veterinary Services needed help managing inventory. There was an enormous number of spreadsheets being used to store and manage data - including compliance documents. The company needed a way to centralize data while maintaining strict regulatory compliance standards.

Solution

Custom Veterinary Services is utilizing two QT9 solutions. They are using our quality management software and our ERP software.

QT9 QMS
QT9 ERP

Results

With QT9 QMS and QT9 ERP, Custom Veterinary Services is saving time across operations by getting access to the correct information in real-time. The organization's business and quality processes are no longer siloed. This has reduced delays by eliminating multiple manual steps.

Centralizing data for the future

Custom Veterinary Services is a premier contract manufacturing company for pet care products based in Miami, Florida. The company was founded in 2005 by the Martinez family to provide high-quality, innovative, animal health products. Their mission is to help customers build their brands and improve the lives of pets. They are relentless about delivering orders on time with 100 percent transparency, constant communication, a flexible and fast timeline, and best-in-class quality oversight.

Custom Veterinary Services' search for a QMS and ERP began with the desire to find an inventory control system with lot control that was easy to use. "We wanted to get a better handle on inventory control, job planning and job scheduling so that we could respond faster and have greater visibility," says the company's Director of Supply Chain, Ruben ("RT") Martínez.

"QT9 is our everything software. We do everything through QT9 QMS and QT9 ERP," he says. "QT9 gives us accurate data, so we can see where we're winning and where we're losing in terms of standard cost, average cost and our margin data."

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*— Ruben ("RT") Martínez
Director of Supply Chain Quality*



A manufacturing team without automation

Prior to implementing QT9 ERP, Custom Veterinary Services was using dozens of spreadsheets across multiple operations to run their business. But with limited automation, disconnected processes and data all over the place, the manufacturing team had to put forth a herculean effort to ensure items were manufactured on time.

Finding the status of inventory in their old system required repetitive steps, and team members struggled to identify when different operations were happening. Identifying bottlenecks was even trickier.

Martinez says, "Operations were lengthy and tumultuous. We used to have to look through 70 different spreadsheets to find one piece of information."

The disconnected processes were frustrating and time consuming.

"We didn't have full visibility through different operations," Martinez says. "And there was no customization in how we filtered or viewed our data."

Choosing QT9

Custom Veterinary Services' desire to refine quality processes and connect operations led them to enlist QT9 QMS and QT9 ERP software.

"We took a look at multiple options," notes Martinez. "We considered smaller platforms, but we decided that they were not going to be a feasible option for the size of the company that we were trying to be. And then we looked at larger software solutions, but the cost was so much more than the size of the company we were."

Custom Veterinary Services has been able to centralize data with QT9. Now they can create customized reports and dashboards for forecasting and planning.

Simplifying Quality and Compliance

QT9's all-in-one platform with end-to-end traceability has helped Custom Veterinary Services streamline operations across multiple processes and departments.

Their quality principles are based on Hazardous Analysis, Risk-Based Prevention Controls and Best Practices from more than 100 collective years of Quality / Regulatory experience. They have a team of approximately 20 (and growing) quality and regulatory team members that bring a broad range of experiences, training and certifications to deliver the best manufacturing environment possible.



"Something I find very important now is just being able to access the site from anywhere," says Martinez. "QT9 gives me that visibility to see what is happening at any given time."

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Increased Responsiveness

QT9 ERP's timelines have helped Custom Veterinary Services with accountability. Now the team can break down purchased and manufactured items in a way that they never had before. This gives them greater visibility and the ability to respond quickly to changes.

All of their Bill of Materials reside in one place, and the shop floor module enables their employees to track orders.

I can't even begin to quantify the time saved," says Martinez. "Plus we are able to export everything. Order visibility is the best it's ever been in the history of the company."

About QT9 Software

QT9 Software offers both quality management software and ERP job management software. QT9 Quality Management Software is a comprehensive, user-friendly, cloud-based QMS that handles ISO 9001, AS9100, ISO 13485, 21 CFR Part 11, and 21 CFR Part 820 FDA requirements. QT9 ERP has the modules to completely automate and run a business—purchasing, accounting, production, inventory control and sales.

* See the article on the web: <https://qt9qms.com/case-studies/custom-veterinary-services>