

Linde AG Implements TrackWise Digital® to Improve Complaint Management



COMPANY OVERVIEW

NAME:
Linde AG

INDUSTRY:
Chemical

DISTRIBUTION:
Global

EMPLOYEES:
60,000+

SOLUTION:
TrackWise Digital

Linde AG is a Germany-based company engaged in the gas and engineering sectors. It operates three divisions: Industrial Gases & Healthcare; Engineering and Gist (a logistics services company). The company is one of the leading gases and engineering companies in the world, with approximately 60,000 employees working in more than 100 countries worldwide.

THE OPPORTUNITY: A Global Platform for Complaints and CAPAs

Linde AG is a dominant global player in the medical gas industry and experts today predict that this market is expected to experience exponential growth over the next several years. Given the potential growth, the company knew it was necessary to move off of old, unsupported bespoke applications and onto a global platform for complaint and corrective and preventive actions (CAPA) management.

With a shortlist of potential solutions in hand, Linde AG's decision to work with Sparta Systems' TrackWise Digital came down to a key benefit; its agility of the salesforce platform. Additionally, Sparta is deploying other Healthcare apps and are huge proponents of the SFDC platform. For Linde AG, Sparta Systems proved to expertly understand the ins and outs of superior compliance management and mitigating quality issues.

THE SOLUTION: Improving Quality Management Processes with TrackWise Digital

Linde AG implemented Sparta Systems' TrackWise Digital in 2016. The company was focused on utilizing Sparta Systems' technology to improve their quality management process with a specific focus on complaints and CAPA. TrackWise Digital manages the customer complaint lifecycle in accordance with FDA regulations. Leveraging this solution, Linde AG is now able to deliver standard complaint and CAPA processes to the Finland business unit for phase one of the implementation process, which can be used to roll out to remaining business units.

THE RESULTS: A Cost-Effective Approach to Managing Quality

Linde AG was able to quickly implement a cost-effective quality management system. Additionally, after using the TrackWise Digital solution, Linde AG has been able to meet all of the company's phase one requirements so far.

"TrackWise Digital has not only met the current needs of Linde AG, but continues to exceed our expectations," said Andras Egeressy, Global Business Consulting at Linde Gas. "Our company is inherently customer-centric and we see the same values in Sparta Systems. From its user-friendly onboarding process and easy-to-use application, TrackWise Digital empowers our users to ensure all projects are adhering to quality processes."

Get in Touch

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Sparta Systems, a Honeywell Company, is the world's premier provider of cloud and on-premises quality management software. For nearly three decades, companies in the life sciences have relied on Sparta for the innovative tools, analytics and expertise that speed up quality and compliance.

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