

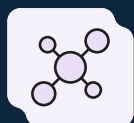
Customer Success Program

Getting value from your eQMS quickly matters.

The SimplerQMS Customer Success Program is an all-inclusive service providing a dedicated team of life science experts committed to your long-term success, from your first implementation through every audit milestone.

Most vendors deliver a product and step back, or charge separately for the services you need to succeed. We take a different approach:

- ✓ **Dedicated team** of experienced life science experts from day one
- ✓ **Deep regulatory expertise**, hands on implementation and proactive guidance
- ✓ Everything included in **one subscription**, **no hidden fees**



30+

Years of Life Science Experience



5000+

Users Worldwide



4.9/5

Customer Rating on G2

WHY SIMPLERQMS' CUSTOMER SUCCESS PROGRAM

We Help You Achieve Your Goals

We bring together fully validated software, high-touch services, and deep regulatory expertise in one all-inclusive solution, so you can reach your objectives faster.

Value From Day One

Your core system modules go live in ~6–8 weeks, delivering value at every stage of your QMS journey.

Full Team Adoption

Hands-on training and ongoing guidance drive real adoption across your organization.

Faster Time to Market

Validation support and audit assistance help you reach compliance readiness faster.

Access to Expertise

Our life science experts provide practical regulatory guidance whenever you need it most.

Long-Term Partnership

A dedicated team supports your growth with new modules and continuous compliance as you scale.

Transparent Investment

All services are included in one annual subscription with no hidden fees or unexpected costs.

SimplerQMS helps streamline our processes while keeping us compliant and inspection-ready. The training has been outstanding, and the team is responsive, knowledgeable, and supportive every step of the way.

Cindi McCullough

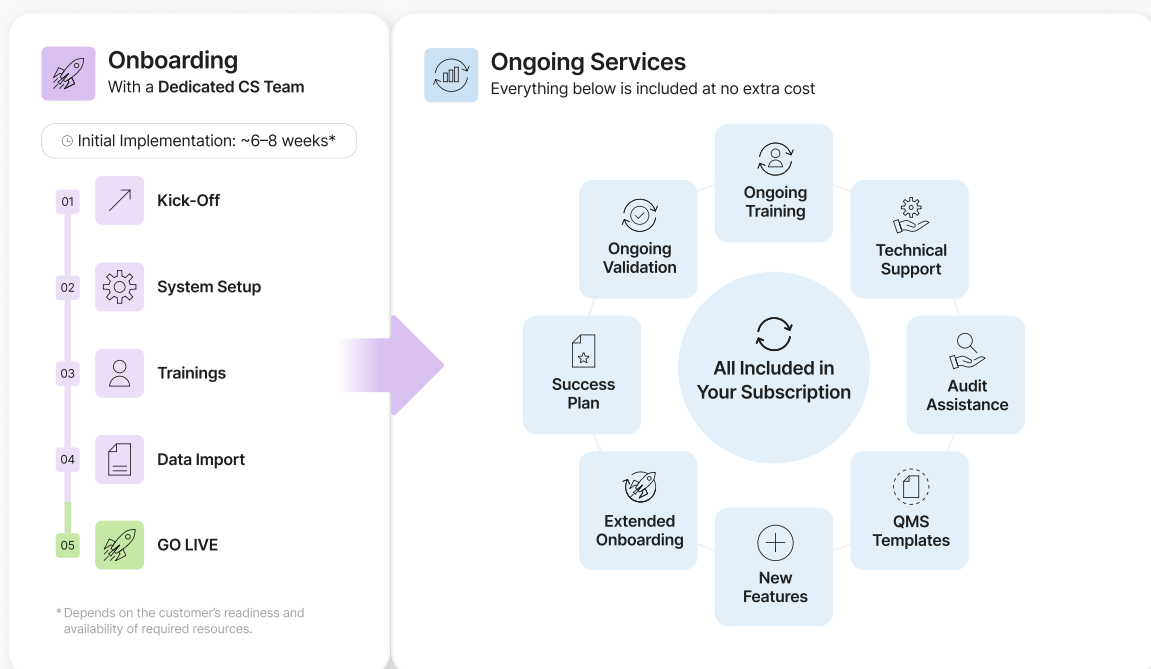
Director, Process Improvement, EyeKon Medical, Inc.

OUR SERVICES

Services That Deliver Results

Accelerate your path to compliance with comprehensive services designed to deliver value from day one and support your ongoing success. Get up and running quickly, with guidance every step of the way — from initial implementation through ongoing optimization and future enhancements.

Customer Success Program



Onboarding

Launch your eQMS core modules in ~6-8 weeks with a dedicated Customer Success team guiding implementation, onboarding, training, and validation support. Your system is delivered in a validated state with supporting evidence to accelerate adoption, support audit readiness, and drive immediate value.

Onboarding Manager

A dedicated onboarding manager leads your implementation from kick-off to go-live, including gap analysis, implementation planning, milestone tracking, and progress reporting.

Kick-Off

A structured session to review your QMS, assess gaps against regulatory and customer requirements, and define the configuration needed to support your processes.

Single Sign-On Setup

Enable single sign-on for seamless and secure login, and allow users to easily sign documents through a trusted identity provider.



System Setup

SimplerQMS is set up to fit your organizational configuration and team. Modules, roles, and permissions are set according to your implementation scope, structure, and usability preferences.



Training

Instructor-led training that builds real user competency before go-live, supported by guided sessions and on-demand learning materials.



Data Import

When applicable, relevant documents are imported into SimplerQMS and routed through review and approval processes, creating a structured, compliant baseline.



Risk-Based Validation

CSA-aligned, risk-based validation support with vendor-generated evidence and focused verification, enabling audit-ready go-live while maintaining customer responsibility for compliance.



Cloud Hosting & Security

Enterprise-grade infrastructure with built-in backup, disaster recovery, encryption, role-based access and security controls. No separate hosting fees or setup overhead.



GO LIVE

Your system is validated, configured, and ready for use. We ensure a smooth launch, guiding users, verifying workflows, and confirming audit readiness from day one.



Ongoing Services

Following go-live, your eQMS enters a continuous optimization phase to sustain compliance, improve adoption, and support future growth. Keep your system audit-ready with ongoing support, with the full implementation team re-engaged for succeeding implementations as needed.



Customer Success Manager

Your dedicated CSM acts as a strategic partner, driving adoption, identifying opportunities, and ensuring continuous value realization.



Success Plan

A personalized plan co-developed with your CSM, defining your QMS goals, adoption milestones, and success metrics — reviewed and updated throughout your journey.



Ongoing Validation

Your eQMS stays validated with each release. Customers oversee impacts through supplier management procedures, with no additional validation required from your team.



Ongoing Training

Unlimited training options for new hires, process updates, or system expansion, including instructor-led, on-demand, and microlearning training formats.



Technical Support

Get help from our dedicated team during business hours, with direct support and expert guidance from specialists always available to assist you promptly.



Audit Assistance

Support during audits through access to SimplerQMS documentation and guidance on system functionality, helping address eQMS questions and maintain a smooth audit process.



QMS Templates

A curated library of life science-ready templates, including Quality Manuals, procedures, forms, and work instructions, organized by eQMS process and regularly updated so your team can move fast without starting from scratch.



New Features

Continuous delivery of new features, enhancements, and regulatory updates with no upgrade projects, downtime, business disruption, or additional fees.



Extended Onboarding

Expand your eQMS with additional modules and new capabilities, supported by the same structured implementation approach to maintain compliance alignment as your business grows.

**Ready
to Get Started?**

[Book a meeting](#) to learn how the SimplerQMS Customer Success Program accelerates your compliance path.

BOOK A DEMO