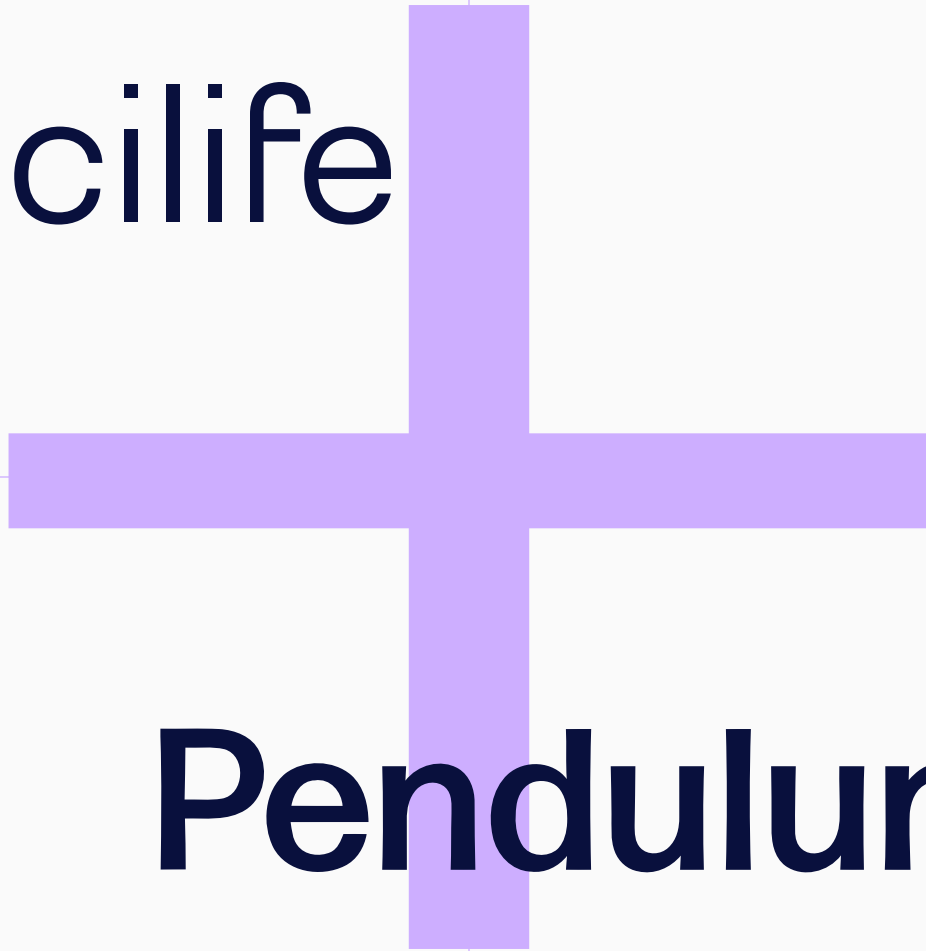


Improved efficiency and
quality compliance with
a smart QMS

Scilife



Pendulum

See the
Customer Story

About Pendulum

Pendulum Therapeutics manufactures probiotics as a food ingredient as well as for dietary supplements. As a team of scientists, doctors, and innovators, Pendulum is passionate about finding revolutionary, safe, and effective solutions to ailments linked to gut health. From their San Francisco headquarters, Pendulum has a simple mission: improve the lives of millions through microbiome products.



Industry

PHARMA

Regulations

21 CFR PART 11

21 CFR PART 101

21 CFR PART 111

21 CFR PART 117

Uses Scilife for

DOCUMENT
MANAGEMENT

CHANGE CONTROL
MANAGEMENT

TRAINING

The Challenge

Pendulum aims for the highest level of quality assurance, requiring both experienced QA professionals and an effective Quality Management System (QMS).

In their initial stages, Pendulum used Google Docs, Google Drive, and DocuSign for their QA workflows and processes. However, they faced challenges with this approach, particularly in managing CAPA changes, requesting training, and handling documents in a centralized and controlled manner.

Recognizing the limitations of their existing system, Pendulum began searching for an eQMS solution that could meet their quality standards while staying within their budgetary constraints.

The Solution

When Pendulum's QA team transitioned to Scilife, the process of transferring their documents was straightforward as they only had a handful of documents. They used Microsoft Word to copy and paste content from their existing Google documents into Word documents, which they then saved directly into the Scilife system, ensuring a smooth transition.

Alongside this, the team appreciated the consistent support from Scilife's customer support, who remained connected throughout the process, providing clear communication about any tickets raised and their status. Additionally, Scilife's training videos further enhanced their onboarding, ensuring they quickly mastered the platform's features.

“When we were a smaller company, we didn't have enough people for every single role in the workflow. We were able to customize it based on our needs and as we grow the team, we're able to add more people. So, it's really nice that Scilife has grown with us.”

Lisa Huang, QA Manager



Cianna Senna, QA Specialist



“From the beginning, the team at Scilife has stayed connected with us pretty much through everything. When we have tickets, customer support is very communicative about what that ticket is and what the status is, which is very nice.”

The Results

"Pendulum teams improve their communication, streamline document workflows, and expedite product launches with Scilife, enhancing overall efficiency and market agility."



Unified communication across teams

QA Specialist, Cianna, pointed out that Scilife has been instrumental in enhancing communication within their quality team and across other departments. The centralized platform enables team members to easily share information, collaborate on projects, and stay updated on tasks. Through the platform's intuitive interface and collaborative tools, the organization has experienced an improved sense of cohesiveness and efficiency.



Streamlined change and document management

Pendulum has significantly benefited from Scilife's integrated management solutions, specifically in the areas of change and document control. The Change Control Management feature has proven essential, enabling Pendulum to meticulously document and effectively communicate all process changes across departments, minimizing confusion and aligning teams. Concurrently, the Document Control solution has enhanced collaboration and document handling, integrating multiple roles into a single workflow. Lisa highlighted how this streamlined process substantially reduces the time required to publish documents—a key advantage for remote teams.



Accelerated product launches

With the efficiencies gained from Scilife, Pendulum has been able to launch products more rapidly. Lisa, QA Manager, and Cianna both noted the user-friendly nature of the platform, and capabilities make it easier for team members to access and navigate documents, even with frequent changes. This streamlined approach has contributed to faster product launches and improved time-to-market for Pendulum.

Reach Smart Quality with Scilife

Ready to bring new clarity to your Quality Management?

We're here, ready to help you turn quality into your brightest asset. Join esteemed leaders in the life sciences industry, such as Novartis, Biocartis, Yusen Logistics, Polpharma, Pendulum, and many more who trust Scilife to automate their processes, empower employees to take ownership of quality, enhance efficiency and transparency, and reduce compliance risk. The impact? Focus on what truly matters—creating transformative, life-saving solutions.

We'd love to hear from you!

Get in touch

EMEA Office

Groenenborgerlaan 16
2610 Antwerpen
Belgium

US Office

Scilife Inc.
228 E 45th St. RM 9E
New York, NY 10017

scilife.io

[in](#) [X](#) [@](#) [▶](#)