



Company DSM Nutritional Products Ltd., 21,000+ employees

Revenue EUR 8.6+ billion in 2017

Industries Chemicals, Animal Nutrition & Health, Human Nutrition & Health, Personal Care

Geography Global, based in Kaiseraugst, Switzerland

Veeva Solution Veeva Vault Platform

The Customer

DSM Nutritional Products is one of the world's leading suppliers of vitamins, carotenoids and other ingredients to the feed, food, pharmaceutical and personal care industries. With sales of nearly EUR 4 billion and a long tradition of innovation that benefits people, planet and profit. As a fully integrated global player, their business is organized into three market-facing businesses: Animal Nutrition & Health, Human Nutrition & Health and Personal Care.

The Challenge

DSM registers several hundred nutritional products across various regions and markets. The dossier submission process for registrations and re-registrations was manual, and thus requiring a lot of manpower for non-core business activities: managing thousands of files on local shares, sending email attachments, keeping track of original document signatures to be collected, looking for the latest versions and tracking which stakeholder had which information.

DSM was using multiple systems to manage regulatory processes and content, hindering its teams' process visibility and efficiency. They required a unified system to manage their regulatory documentation across a broad range of product types.

Let us show you what a modern quality management and document control solution looks like. Give us your most challenging problem and we'll show you how Veeva can make a difference. [Connect with a specialist or meet us!](#)

The Opportunity

The enrollment of a DSM-wide transformation programme in 2016 opened the doors to digitally transform. DSM sought a modern, easy-to-use and fully controlled solution to efficiently manage regulatory documents and processes.

The Solution

DSM selected Veeva Vault Platform as its modern, secure, and easy-to-use solution for regulatory documents and data. With it, they manage all submission dossiers across all departments and regions, including authoring, review and approval processes to increase efficiency. The latest versions are always at their fingertips and can easily be shared with internal as well as external stakeholders, even by using multi-document workflows. Veeva Vault enables DSM to keep track of health authority commitments and procedure outcomes per product and substances. It provides visibility into operations, from global to local level, allowing insight into the overall process and key milestones.

"The Veeva Vault Platform helped us transform and speed up our regulatory processes", says Dr. Landry Le Chevanton, Head of RAQM/Operations at DSM. "It streamlines product submissions and establishes a single source of truth across all stakeholders. It provides us with the needed visibility and helps us increase our productivity."