

CASE STUDY

From Audit Chaos to
Confidence: How CareMetx®
Centralized Document Control
and Learning Management
with **ENSUR** ✓



CareMetx, a healthcare services company supporting pharmaceutical clients, strengthened audit readiness by replacing disconnected document control and learning management systems with ENSUR, DocXellent's document control and quality management platform. In doing so, CareMetx brought structure and accountability to its compliance program, enabling the team to quickly retrieve training records, approval histories, audit trails, and vendor documentation to support client pharmaceutical audits and annual SOC 2 requirements. What was once managed across fragmented systems is now a centralized compliance program with the visibility, traceability, and control needed to pass audits with ease.

At a Glance

- **Customer:** CareMetx
- **Originally:** Human Care Systems (HCS), acquired by CareMetx in 2021
- **Industry:** Healthcare Services (Pharma-adjacent)
- **ENSUR Since:** 2018 (as HCS); full CareMetx migration completed ~2022
- **Active Users:** ~1,300 to 1,400
- **Compliance Standards:** SOC 2 Type II, pharmacy regulations, and client pharma company audit requirements

Challenges and Impact

Before consolidating quality processes in ENSUR, CareMetx relied on QT9 for document control, Litmos for learning management, Excel spreadsheets for manual tracking, and DocuSign for approvals. With compliance activities spread across multiple systems and no centralized ownership, maintaining consistency and visibility became increasingly difficult.

As a result, audits required manual compilation from multiple systems, increasing the risk of incomplete records and compliance gaps going undetected until an audit identified them. Teams spent valuable time managing system complexity rather than focusing on quality work, with little confidence that the existing environment could withstand audit scrutiny.

Key results



All document routing, approvals, revisions, and periodic reviews centralized in one platform



Training assignments, quizzes, and acknowledgments managed across 1,300+ users



Vendor register maintained with linked certifications and SOC 2 documentation



Faster turnaround times for audit-related document and training requests



Training records, approval histories, version control, and audit trails available on demand



"Before ENSUR, processes were very manual and involved using Excel spreadsheets, DocuSign, QT9, and Litmos. It was hard to find what we were looking for and never audit-ready.

It was a nightmare."

— Kristi Harris

Key Issues

- **Disconnected Systems:** QT9 and Litmos were managed by multiple teams with no centralized ownership or dedicated administrator.
- **Poor System Structure:** Documents were routed inconsistently, training was not reliably tracked, and vendor management processes were incomplete.
- **User Management Failures:** Users were not consistently assigned to the correct job titles or training requirements, with no visibility into gaps.
- **Limited Audit Traceability:** No reliable audit trail existed for document approvals, revisions, or acknowledgments.
- **Untracked Vendor Documentation:** No structured process existed for collecting, reviewing, or maintaining third-party certifications.
- **Lack of Vendor Support:** Troubleshooting support from QT9 and Litmos was minimal or nonexistent, leaving teams to resolve issues on their own.

Solution

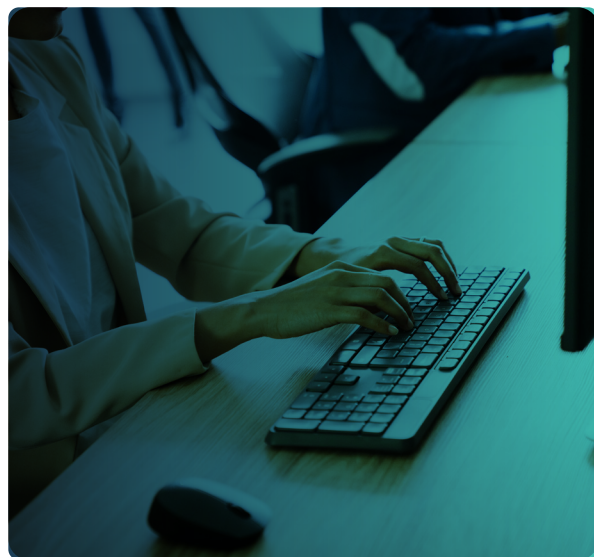
CareMetx implemented ENSUR to consolidate document control and training management into a single, audit-ready platform. Key solutions included:

- ✓ **Centralized Document Control:** Document routing, approvals, revisions, periodic reviews, and acknowledgments managed within a single system with complete audit trails.
- ✓ **Integrated Training Management:** Training assignments, quizzes, and acknowledgments linked to controlled documents, providing visibility into training requirements and completion status across over 1,300 users.
- ✓ **Vendor & Quality Management:** Vendor records, certifications, SOC 2 documentation, defects, CAPAs, audit reports, and remediation activities maintained in one platform with built-in traceability and review workflows.

Software Search and Selection

CareMetx's software search began after inheriting two separate systems following its 2021 acquisition: QT9 for document control, and Litmos for training management. Multiple teams were involved in managing the platforms, there was no centralized ownership, and the team lacked confidence that either system could reliably support audit activities.

Rather than continue managing two disconnected environments, CareMetx searched for a single platform that could support their need for structured document routing, approval workflows, and audit trails. Certain features, such as CAPA and defect tracking, training management with assignment tracking and acknowledgement, and vendor management with linked documentation and review triggers, were non-negotiable. Audit readiness was a non-negotiable requirement as well, as CareMetx needed confidence that the solution they selected could withstand scrutiny during SOC 2 and client pharmaceutical audits.



ENSUR stood out as the team was familiar with the platform and trusted its track record. In addition, ENSUR was already well-configured and well-maintained when compared to the inherited chaos in QT9 and Litmos. It was more practical for the team to consolidate to one known system rather than attempt to clean up two broken systems.

The level of support was also a consideration during the software selection process. Whereas QT9 and Litmos provided no support, DocXellent provided responsive, proactive support, making the decision to consolidate into ENSUR a natural one.

"It's just comprehensive with everything we need for an audit: approvals, acknowledgments, revision history, audit trails, all of it."

— Kristi Harris

Results & Outcomes

Replacing four disconnected systems with ENSUR gave CareMetx a single source of truth for compliance — and the confidence to walk any auditor through it.

Metric	Before ENSUR	With ENSUR
Document Routing & Approvals	Spread across QT9, DocuSign, and Excel	Centralized in one platform
Training Management	Managed in Litmos, inconsistently tracked	1,300+ users managed with full visibility
Audit Record Retrieval	Manual compilation from multiple systems	Training records pulled in minutes
Vendor Documentation	No structured process	Vendor register with linked certs and SOC 2 docs
Audit Traceability	No reliable audit trail	Full approval history, version control, and audit logs on demand

By pairing a comprehensive audit trail across all document and user activity with responsive, proactive support from the DocXellent team, CareMetx has turned audit chaos to confidence.

Implementation and Adoption

The migration from QT9 and Litmos to ENSUR was a large-scale project that included document migration, metadata mapping, and user setup for the expanded CareMetx organization. The team became comfortable with ENSUR quickly as DocXellent supported the migration closely and anticipated edge cases the team had not considered.

Collaborative Configuration: CareMetx partnered with DocXellent to develop custom configurations that aligned with its internal processes, including date-tracking fields and other workflow-specific requirements.

Migration Support: Throughout the migration, the DocXellent team worked closely with CareMetx to address concerns and answer questions.

Continuous Improvement: Today, CareMetx continues to expand its use of ENSUR, including an ongoing integration project connecting ENSUR with the company's HRIS system to support automated user management.

Conclusion

CareMetx didn't just replace two broken systems; they built a compliance infrastructure they can walk any auditor through with confidence. By consolidating document control, training management, vendor management, and CAPA tracking into ENSUR, they turned what was once a fragmented, high-risk environment into a structured, compliant operation that scales with their business and allows them to pass SOC 2 Type II audits with ease.

For organizations managing multi-stakeholder compliance programs without dedicated QMS ownership, CareMetx is proof that the right platform, when coupled with the right support team, can unlock a new level of audit confidence and operational control.

About the Customer

CareMetx is a healthcare services company providing pharmacy benefit management and specialty pharmacy solutions to pharmaceutical clients. With over 1,300 active users across multiple departments, CareMetx operates in a complex, audit-intensive environment governed by SOC 2 Type II requirements and periodic client audits from major pharmaceutical partners.

The company has been an ENSUR customer since 2018, originally as Human Care Systems, and completed a full company-wide migration to ENSUR following its 2021 acquisition.



Audit readiness starts with the right system

See how ENSUR can help your organization
centralize document control and training
management into one audit-ready platform.

Book a Demo at
<https://docxellent.com/request-demo/>