

From Paper to Peace of Mind: How MIAS Pharma Transformed its Quality Operations

The Challenge: A Paper-Based System Under Pressure

MIAS Pharma is a specialized quality services organization offering batch qualified person (QP) certification for commercial and investigational medicinal products in the EU. Before Dot Compliance, the company relied entirely on a paper-based quality system and the limitations were becoming impossible to ignore.

Managing high volumes of client documentation on paper introduced the potential for misfiled records, incomplete forms, and the risk that a critical document might not be readily available during a regulatory inspection. For a company whose core business depends on compliance precision, that uncertainty carried real consequences.

Then COVID made the situation untenable. With restrictions limiting office access to one person at a time, while still requiring someone on-site at all times, the team realized a paper-dependent system simply could not support remote work or business continuity. The search for an eQMS began in earnest.

The Solution: A Right-Sized Platform with Minimal Disruption

[MIAS Pharma](#) needed something agile, a right-size fit that could be deployed quickly with minimal configuration and no disruption to daily operations.

Dot Compliance delivered on that requirement. The implementation was carried out in two phases. Phase One covered document management, training, and batch certification. Phase Two introduced the broader quality system modules, including deviations, corrective and preventive actions (CAPAs), complaints, and risk assessments.

Eoin De Puis, MIAS Pharma's Quality Director, described a smooth process: "We used the sandbox to verify how the Dot Compliance process aligned with what was in our standard operating procedures (SOPs), doing the gap analysis piece around those modules prior to implementation. It all ran very smoothly for us."

No custom configuration was required. Where small differences in functionality arose, the team simply addressed them through procedural controls, keeping things straightforward and validated.

A critical factor in the selection was the ability to run batch QP certification online. As MIAS Pharma's core service, this needed to live on a single platform where both internal QPs and client QPs could log in, record certifications, and access documentation seamlessly.



Industry Pharmaceutical Quality Services

Location Ireland

About

[MIAS Pharma](#) is a pharmaceutical GMP & GDP quality services organization based in Ireland, specializing in Qualified Person (QP) batch certification for commercial and investigational medicinal products in the EU and UK markets. With a team of approximately 20 professionals, MIAS Pharma provides outsourced quality and compliance services to pharmaceutical and biotechnology clients, maintaining rigorous alignment with HPRA and MHRA regulatory standards.



The Salesforce infrastructure underpinning Dot Compliance also provided confidence from a business continuity standpoint. Eoin noted that the dual cloud backup gave the team assurance that critical data would be protected: "From a disaster recovery perspective, that gives us an awful lot of confidence that it's not going to go down and we're not going to lose critical data."

The Benefits: Visibility, Efficiency, and Inspection Readiness

The contrast between the old and new systems became strikingly clear during a Medicines and Healthcare Products Regulatory Agency (MHRA) inspection, by which point both phases were complete and the team was fully live on Dot Compliance.

"The level of ease for everybody involved was dramatically different," Eoin said. "We knew where everything was, we knew it was completed, and we didn't have to worry."

Beyond inspection readiness, the team has seen measurable improvements in internal key performance indicators (KPIs) such as on-time closure rates and record extension levels. Eoin emphasized the value of having that data at hand: "If you can measure it, you can improve it."

The shift to a fully digital system has also improved day-to-day collaboration by eliminating the back-and-forth of paper routing. It's also given the team the flexibility to work from anywhere with just a laptop and an internet connection.

MIAS Pharma has also engaged Dot Compliance's managed services offering to support system administration, ensuring continuity even when internal admin staff are unavailable.

Looking Ahead

With a fully validated eQMS supporting its operations, MIAS Pharma has the infrastructure in place to continue delivering quality services confidently. The team remains engaged with Dot Compliance's managed services and is well positioned to adopt new capabilities as needs evolve.

"If there are any companies out there starting to think about moving from a paper-based system to Dot Compliance, I would say just do it. The improvements you see going from paper to electronic, it's night and day."

Eoin De Puis,
Quality Director

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