

# Scaling Global Compliance to Enable Safer, Cleaner Scientific Innovation

## Snapshot

<b>Client</b>	A leading provider of scientific equipment.
<b>Challenge</b>	Operational and technical hurdles that compromised their compliance posture.
<b>Solution</b>	<ul style="list-style-type: none"><li>- Streamlined workflow</li><li>- Helped transition from a reactive, manual tracking, to a proactive, automated, compliance framework</li><li>- Delivered immediate improvements</li></ul>
<b>Results</b>	<ul style="list-style-type: none"><li>- Supported 10 regulations across three regions</li><li>- Over 5+ years of engagement</li><li>- Provided access to a repository of ~3,500 suppliers</li></ul>

## Overview

A global science leader faced critical technical and operational obstacles that compromised the compliance of their diverse portfolio, which includes the instruments, software, and services used by researchers.

## The Challenge

Driven by a mission to help its customers make the world healthier, cleaner, and safer, the Client faced significant operational and technical hurdles that compromised its compliance posture. Their chromatography and mass spectrometry division, in particular, struggled with the following challenges:

- **Massive Data Scale & Complexity:** Managing over 500 SKUs comprising **60,000+ manufacturer parts** was an overwhelming manual task. This included diverse categories—electrical, electronic, and mechanical components—that lacked a centralised source of truth.
- **Regulatory "Overload":** The team struggled to maintain documentation and track rapid updates for a complex web of global regulations, including EU RoHS, EU REACH (SVHC & Annex XVII), PFAS, TSCA PBT, CA Prop 65, and Singapore NEA standards.
- **Inefficient Data Lifecycles:** Workflows for Bill of Materials (BoM) management, compliance data collection & validation and PLM were disjointed and prone to error.

- **Compliance Gaps & Risks:** For components lacking direct manufacturer data, there was no standardised process to conduct risk-based impact assessments or generate self-declaration documents, leaving the company exposed.
- **Unstructured Reporting:** Managing SCIP submissions and reporting updates for products containing Substances of Very High Concern (SVHC) was not streamlined, leading to administrative bottlenecks and potential non-compliance risks.

### **iLenSys Solution: Transformation with the iCM Tool**

By adopting the iCM Tool and iLenSys services, the Client transitioned from reactive, manual tracking to a proactive, automated compliance framework. iCM's streamlined workflow delivered immediate improvements across several key areas:

- **Centralised Data Intelligence:** Replaced manual SKU management with a "single source of truth," providing real-time visibility across all 60,000+ electrical and mechanical parts.
- **Streamlined Regulatory Vigilance:** iCM's streamlined tracking of global updates (RoHS, REACH, PFAS, etc.) ensured the team was always ahead of evolving international standards.
- **Seamless Lifecycle Integration:** iCM's synchronised BoM management and supplier outreach via iCM's single interface eliminated disjointed web searches and manual validation errors.
- **Risk-Based Gap Closure:** Introduced a standardised process for risk assessments and self-declarations, effectively eliminating "blind spots" for components lacking 'direct manufacturer data'.
- **Turnkey SCIP Reporting:** Simplified the SCIP submission process, allowing for rapid, error-free updates for products containing SVHCs.

### **Results Achieved**

These are the tangible tools, structures, and specific services established during the engagement:

- **Developed an interactive dashboard** for compliance metrics tracking.
- **Implemented multilevel BOM structure** for enhanced product visibility.
- **Established periodic compliance data refresh** to meet evolving regulatory requirements.
- **Offered access to a repository of ~3,500 suppliers** for faster data collection and validation.

- **Provided custom reporting and flexibility** to meet project-specific needs.
- **Supported approximately 10 regulations across three regions** over the 5+ years of engagement.

#### **Key Takeaways**

- Streamlined SCIP reporting
- Minimal BoM management errors
- Enhanced supply chain visibility
- Resolved component data gaps
- Optimised operational efficiency
- Proactive regulatory compliance

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