How Douglas Pharmaceuticals Strengthened **Environmental Monitoring** and **Audit Readiness** with Dickson's OCEAView™ Solution

Faced with the need to upgrade its environmental monitoring approach across **critical manufacturing and storage environments**, Douglas Pharmaceuticals required a solution that guaranteed regulatory compliance, full data traceability, and seamless integration with their existing GMP operations.

Engaging Dickson and leveraging the OCEAView™ environmental monitoring solution, Douglas Pharmaceuticals successfully deployed a centralised, **digital monitoring platform across two sites, ensuring automated alerting, stronger audit readiness, and a scalable calibration program**. The result? Reduced manual workload, faster deviation detection, and a monitoring program that is inspection-ready at all times.

About Douglas Pharmaceuticals

Douglas Pharmaceuticals Ltd is a New Zealand, family-owned pharmaceutical company that partners with organisations to **research, develop, manufacture, market, and distribute pharmaceutical products to over 50 countries**. Founded in 1967, Douglas is one of New Zealand's largest healthcare companies, employing around 500 people and exporting globally.

The business operates from Auckland with **integrated corporate, manufacturing, and R&D capabilities, and has an international presence** through Douglas Pharmaceuticals Australia Pty Limited, based in Melbourne.

Operating in a **highly regulated pharmaceutical environment**, Douglas has strong in-house manufacturing capability, producing and packaging a range of dosage forms — including liquids, soft gel capsules, and tablets — in compliance with Good Manufacturing Practice (GMP) and global regulatory standards.

Within this structure, the Metrology team is responsible for ensuring the integrity and accuracy of critical systems by managing the calibration of equipment and measurement points across manufacturing and storage environments. When it came time to upgrade their monitoring approach, Douglas needed a partner who could deliver both a digital platform and a robust, ongoing calibration service.

The Challenge

Douglas Pharmaceuticals needed to modernise its environmental monitoring approach across critical storage and processing environments. Several challenges required resolution:

- **Centralised visibility across multiple sites:** Douglas needed a digital platform capable of aggregating monitoring data across two sites and 30+ assets, replacing fragmented, manual records with a single, reliable source of truth.
- **Regulatory and data integrity compliance:** All monitoring records needed to meet the requirements of 21 CFR Part 11 and applicable CSV (Computer System Validation) standards, with secure, retrievable records providing full traceability and clear audit evidence.
- **Automated alerting and escalation:** The solution had to deliver automated alarms and defined escalation pathways for out-of-spec conditions, reducing the risk of deviations going undetected.
- **Ongoing calibration assurance:** To maintain defensible measurement data over time, Douglas required a structured calibration service aligned with ISO 17025 standards and in-house control requirements.
- **Qualification and validation support:** The project scope included thermal mapping and qualification activities aligned with site validation practices and digital infrastructure setup.

Recognising the complexity of these requirements, **Douglas engaged Dickson** — introduced through their local pharmaceutical network and through **environmental monitoring discussions with Synergic Technologies** — **to support the design and implementation of a compliant monitoring solution**.

The Solution

Synergic Technologies —Dickson's trusted partner in New Zealand — introduced **Douglas Pharmaceuticals to the OCEAView™ Environmental Monitoring Solution**, an advanced cloud-based platform designed to provide a unified approach to monitoring, traceability, and alerting. Here is how the solution was implemented to meet Douglas's needs:

- **OCEAView™ Platform Deployment:**
  The cloud-based OCEAView™ platform was configured to provide centralised monitoring, reporting, and alarm workflows across both sites, with full compliance with 21 CFR Part 11 and CSV requirements. The digital infrastructure was validated and set up to ensure long-term audit readiness.
- **Wireless Data Loggers and Calibrated Sensors:**
  Wireless measurement devices equipped with Pt100 probes were deployed across the 30+ monitored assets, connected via gateway infrastructure to enable real-time or near-real-time data capture.
- **End-to-End Implementation Support:**
  Dickson supported Douglas through all key project phases — initial scoping, installation, commissioning, and operationalisation — ensuring the system transitioned smoothly into business-as-usual operations.
- **Automated Alerting and Escalation:**
  The OCEAView™ platform was configured with automated alarms and defined notification pathways, ensuring that any deviation from temperature specifications triggered an immediate response through established escalation channels.
- **Calibration Service and Qualification Support:**
  Dickson provided structured calibration support aligned with ISO 17025 standards and Douglas's in-house control limits. Mapping and qualification activities were carried out in alignment with site validation practices, ensuring that measurement points remained accurate and defensible over time.

The result was a scalable, validated monitoring solution that directly addressed Douglas's compliance obligations while reducing operational complexity.

Dickson helped us implement a monitoring and calibration application approach that improved traceability, alerting, and audit readiness across critical environments, while remaining scalable as our operational needs grow.

Metrology Team, Douglas Pharmaceuticals Ltd

Results

The deployment of Dickson's OCEAView™ solution delivered significant benefits for Douglas Pharmaceuticals:

- **Faster Deviation Detection and Response:** Continuous monitoring with automated alerts substantially improved reaction time to excursions, reducing the risk of issues going undetected compared to previous manual checking processes.
- **Stronger Traceability and Audit Readiness:** The digital platform improved data capture, reporting consistency, and record retrieval — providing clearer, more defensible evidence for both internal reviews and external regulatory audits.
- **Reduced Manual Workload and Sustainable Scalability:** The platform-based approach eliminated reliance on ad hoc manual records and is designed to expand to additional rooms, assets, and measurement points as Douglas's operational needs grow, while maintaining control through standardised calibration and processes.

douglas improving lives

Synergic Technologies Optimising Supply Networks

The Solution

Douglas Pharmaceuticals' collaboration with Dickson demonstrates how a pharmaceutical manufacturer operating across complex, regulated environments can strengthen its monitoring program through a combination of advanced technology, validated software, and ongoing calibration expertise.

The success of this project has given Douglas Pharmaceuticals the tools to maintain continuous environmental control, respond rapidly to deviations, and approach regulatory inspections with confidence.

Looking to implement a reliable and regulatory-compliant monitoring solution for your pharmaceutical or GMP environment? Contact us today to learn how Dickson's OCEAView™ system can help you achieve superior results.

DICKSON
Environmental Monitoring + Compliance Experts

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