CASE STUDY

FUJIFILM Manufacturing U.S.A., Inc consolidates and coordinates processes using Octave Reliance

Key facts:

Company: FUJIFILM Manufacturing U.S.A., Inc.

Industry: Manufacturing

Country: United States

Octave products used: Reliance *(ETQ Reliance)*

Key benefits:

- Reduced administration time from 1,500 hours per year to an estimated 750 hours
- Cut yearly maintenance costs by approximately $60,000
- Consolidated five software products into one unified platform
- Reduced server count from seven to three across the enterprise

For FUJIFILM Manufacturing U.S.A. Inc., it was all about unifying the company's systems.

Located on a 500-acre complex in rural South Carolina, FUJIFILM Manufacturing U.S.A., Inc. boasts five state-of-the-art manufacturing facilities for producing conventional and digital PS printing plates, QuickSnap one-time-use recyclable cameras, color photographic paper, medical imaging products, and projection screen products. The complex is also home for the company's Greenwood Research Laboratories and FUJIFILM's largest distribution center in the world.

The business need

Managing quality and compliance across these facilities proved a challenge for FUJIFILM. Each facility used separate and different systems for managing document control, corrective and preventive action (CAPA) and change management. Some systems were electronic, some hardcopy, and others were a combination of both. As FUJIFILM began to establish site-wide quality and compliance guidelines, unifying and coordinating these disparate systems proved difficult. This resulted in extensive maintenance and administration of the systems, which became increasingly cost-ineffective.

The company decided to take a focused approach and determine exactly what it could do to consolidate its systems across the site. A team was formed to execute a needs analysis to determine what an ideal system should accomplish. The next step involved a gap analysis across all facilities



to pinpoint where those needs were not fulfilled. This process allowed FUJIFILM to develop a strong set of criteria to not only define an ideal quality and compliance management system, but also to identify and correct gaps in its processes across the site.

With this set of criteria, FUJIFILM began its comprehensive search for compatible software vendors. The company was specifically looking for key features such as configuration, compliance, security, integration, pricing and ease of use. The most important selection criterion was the primary functionality of a new system, which included meta-data support, custom reporting, full text searching, out-of-office processing and routing flexibility.

Filling the gap

After gaining a thorough understanding of FUJIFILM's specific needs, the Reliance team had the opportunity to demonstrate the capabilities of Octave Reliance (formerly ETQ Reliance), its web-based compliance management system to FUJIFILM representatives.

"Octave Reliance has been a smashing success for our end users at FUJIFILM. We continue to load new users and their documents daily and they love it."

Donna McCracken
FUJIFILM Manufacturing U.S.A., Inc.

Quality journey



Reliance is a flexible, integrated software package that guides companies through quality and compliance management. Reliance allows users to configure workflows, forms, sections and fields, including the use of intelligent business rules and the look and feel of the application, all without expensive and time-consuming programming. The unique modular approach of Reliance provides unparalleled flexibility and automation, and its modules are tightly integrated to deliver a best-in-class CAPA solution.

As FUJIFILM began the process of selecting a vendor, Reliance outperformed other vendors on several features:

Out-of-office functionality

As a global company, FUJIFILM associates are frequently out of the country for weeks at a time, which could hold up the approval process of various items. Having a web-based solution allows key associates to stay on top of the process from anywhere in the world.

Breadth and depth of modules

FUJIFILM was able to take advantage of the wide range of modules that Reliance offers out of the box. This enables FUJIFILM to consolidate multiple tasks into a single area.

Searching and configurable views

FUJIFILM currently maintains more than 200,000 documents across the enterprise, making quick retrieval of important documents difficult. The full text search capabilities of Reliance enable users to execute multiple criteria searches, and users are able to create custom views of important documents sorted in any number of ways. These features afford FUJIFILM with increased visibility to company documents, making the retrieval process easy and efficient.

Flexibility

FUJIFILM had a well-established compliance system in place, and it was important that the system the company chose have the ability to fit its compliance processes exactly. The flexible workflow engine of Reliance enables users to configure all aspects of the process without programming, allowing the system to mold to the way FUJIFILM does business. As a result, FUJIFILM can match its business processes and authorized staff members can easily change the system to adapt to any future changes in the company's compliance system.

In the end, Reliance stood out above the competition. "We used several different systems here, and when we evaluated their ability to function for us as a true enterprise content management system for our entire site, none of them were quite up to the task," says Chuck Brinck of FUJIFILM Manufacturing U.S.A., Inc. "I think what made Octave Reliance stand out in the end, was its broad range of features and ability to be configured, which will enable us to change our system as our company grows and expands."

Reaping the benefits

FUJIFILM is already reaping the benefits of Reliance. Since implementing the web-based compliance management system, the company has combined its external audits into an integrated continuous assessment, greatly reducing the cost to maintain registration to both ISO 9001 and ISO 14001. Cost savings came through a reduction in the number of audits required, since there is no longer a need to perform both an ISO 9001 and ISO 14001 audit; shorter audits because of a centralized and consolidated document control, CAPA and change management system; and fewer auditors utilized per audit since less auditing is needed.

"With Reliance we can cut out the technology review, the design meetings are much shorter and more focused, and the user requirement and functional specifications really aren't as critical now, so we are closer to a 1–2 month time frame for implementation."

Chuck
FUJIFILM Manufacturing U.S.A., Inc.

As a result of systems consolidation, FUJIFILM reduced its number of servers from seven to three and reduced the number of software products to accomplish document control, CAPA and change management processes from five products to just one — Reliance. Most notably, it lowered administration time from 1,500 hours per year to an estimated 750 hours and reduced overall yearly maintenance agreements by approximately $60,000.

By capitalizing on the flexibility and customizable nature of Reliance, FUJIFILM now has the ability to quickly respond to change requests and enhancements. For example, prior to selecting Reliance, it took 2–4 months for the software vendor to respond to a request to set up a non-conforming materials module. The old process included holding design meetings and technology reviews, issuing user and functional specifications, building the system, testing, etc.

"So far, we have been pleased with what Reliance has allowed our company to do, and we look forward to what the future uses of Reliance will be and the additional benefits they'll bring to our organization."

Looking forward

FUJIFILM is already planning for the long term with Reliance. The company has implemented CAPA, change management and document control and has plans to implement nonconformance, complaint handling and auditing modules in the near future.

FUJIFILM's goal was to unify its sites and consolidate the company's quality and environmental processes. With the flexible software platform of Reliance, the company successfully implemented an automated system across multiple sites and combined certain processes to cover both ISO 9001 and ISO 14001. As FUJIFILM moves forward it plans to expand Reliance to cover its process safety management and FDA regulations.

FUJIFILM Manufacturing, U.S.A., Inc. has used the robust features and modules of Reliance to coordinate compliance efforts across multiple sites, combine crucial processes for quality and environmental management, and expand its quality and compliance system for the long term.

About FUJIFILM

FUJIFILM Manufacturing U.S.A., Inc., was established in Greenwood, SC, in 1988. A wholly-owned subsidiary of FUJIFILM Corporation, Tokyo, Japan, the Fortune Global 500 company. FUJIFILM Manufacturing U.S.A., Inc., has grown to become the company's North American manufacturing and research and development headquarters.

FUJIFILM Manufacturing U.S.A., Inc. currently employs approximately 1,200 associates and has more than 2.5 million square feet of manufacturing space and represents a total investment in Greenwood, SC, in excess of $1.5 billion. As one of the company's global manufacturing hubs, FUJIFILM Manufacturing U.S.A. Inc., plays a key role in FUJIFILM's strategic vision, serving customers throughout the United States, Canada and over 40 other countries around the world.

About Octave

Octave is a leader in enterprise software, turning data into decisive action and intelligence into your edge. Our software solves for and simplifies complexity, from the design and build to operations and protection of people, property and assets – for any scope, at any scale. For decades, we've partnered with customers to sharpen performance, elevate efficiency and amplify results. From factory floors to entire cities, our solutions are tuned to scale up what's possible from day one onward.

©2026 Octave Intelligence plc and/or affiliates. All rights reserved.