

QUALITY PRODUCTS TO HELP THE WORLD AGE BETTER



**OVERVIEW**

Niagen Bioscience is a global bioscience company dedicated to healthy aging. The team at Niagen Bioscience, which includes world-renowned scientists, is pioneering research on nicotinamide adenine dinucleotide (NAD<sup>+</sup>), levels of which decline with age. Niagen Bioscience is the innovator behind NAD<sup>+</sup> precursor nicotinamide riboside (NR), commercialized as the flagship ingredient Niagen®. Nicotinamide riboside and other NAD<sup>+</sup> precursors are protected by Niagen Bioscience patent portfolio. Niagen Bioscience, Inc. is listed on NASDAQ, stock name CDXC. For more information about Niagen Bioscience please visit (<https://www.niagenbioscience.com/>).

## CHALLENGES

*“Cloudtheapp is a configurable Quality Management System with many different applications that can be built from the ground up or come ready made. The Cloudtheapp team is amazing to work with and will help tailor solutions to your specific wants and needs. Cloudtheapp is up to the challenge!”*

**Bryce Yeh – QA Manager**

Niagen Bioscience produces high-quality products, and the reason behind that is the robustness of their deployed processes and the thoroughness of their quality management system.

The company provides safe and effective products, verified by rigorous testing in their (ISO/IEC 17025:2017) accredited laboratory. They formulate and test every lot at Niagen Bioscience to ensure compliance to specifications and label claims, including potency, through the end of shelf life.

All manufacturing facilities at Niagen Bioscience are visited and inspected frequently by internal inspectors, 3rd party certifiers including NSF, Star-K (Kosher), and IFANCA (Halal).

Before using Cloudtheapp, Niagen Bioscience had another digital system deployed to manage Quality. However, that other system was not up to the challenge of addressing all of their needs. The following problems were encountered:

- It was impossible to do certain configuration changes to some deployed modules due to the lack of configuration options and locked system behavior.
- The team was unable to get insights based on stored data, which was driven by the lack of integrated analytics.
- Missing several important features in the deployed system.

This has led the quality team at Niagen Bioscience to evaluate other systems and look for a solution replacement.



## SOLUTION

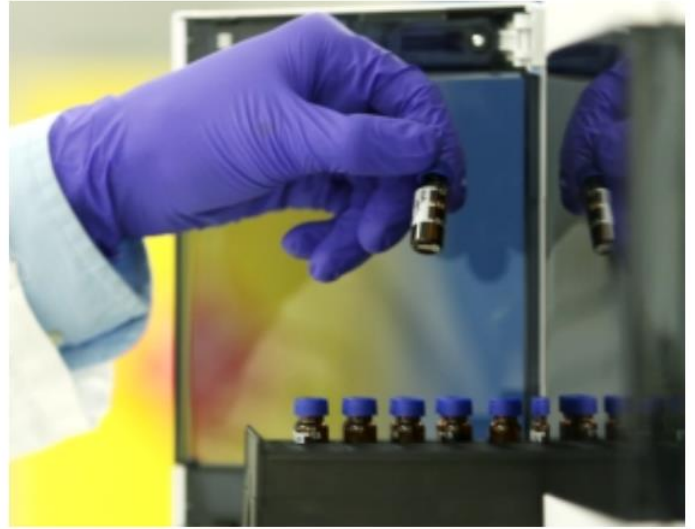
*"Cloud the App as both a Quality Management System as well as a company are exceptional to work with. Their team brought dedication and ingenuity to the project paired with an enthusiastic willingness to create a system custom suited to the needs of our company. Continuous support and efficient follow-through were maintained throughout the entirety of the process, and the final product still has the capability to improve based on the training they provided along the way."*

**Tiffany Rodgers - Quality Assurance Specialist**

The team at Niagen Bioscience evaluated different solutions available on the market. After seeing multiple demos of Cloudtheapp, they were impressed with the platform for the following reasons:

1. The platform is fully configurable, and it allows building brand new complicated modules without coding or scripting in hours.
2. Analytics is real-time and integrated into the system, which provides insights and trend analysis using stored data.
3. Modules can be seamlessly integrated.
4. Connections can be established with external parties like suppliers without additional cost, and workflows can be configured to allow for specific interaction scenarios.
5. Ability to set up QR Codes, that can be printed on Products to allow end product consumers to interact with the system. This would open the door for an unlimited number of interaction scenarios like:
  - a. Viewing product information.
  - b. Product authentication.
  - c. Viewing LOT specific information like Certificate of Analysis
  - d. Submitting product feedback, including Complaints or Adverse Events Reporting.
6. Possibility of setting up any number of environment stages without an extra cost and in seconds, for example (Dev, QA, and PROD).
7. State of the art configuration management approach, with the ability to configure (or build) modules in Dev, clone them to QA to validate and finally clone them to PROD. A fully automated process that can be executed with a click of a button and in less than 3 seconds.
8. Cloudtheapp Store provides ready-made modules that can be downloaded and configured or used as-is.
9. On the cloud, Truly SaaS with the ability to add or remove users at any time.
10. Several unmatched features, like Office Integration, PDF Conversion, PDF Reports, PDF Record Printing, and much more.
11. Validated and compliant platform, according to FDA regulations and guidelines.

After attending several demos, implementing several POCs, and trying the system thoroughly, Niagen Bioscience management team decided to move away from the previous digital solution to Cloudtheapp and migrate all of their data.



## SCOPE

*“Cloudtheapp provides the ability to combine multiple aspects of quality into one system. This may include documents, change control, training, audits, supplier records, testing processes, specifications, risk assessments, and more. This has vastly improved my company’s organization and efficiency, while reducing the burden and costs of multiple systems. Cloudtheapp is easy to learn, and the support is phenomenal.”*

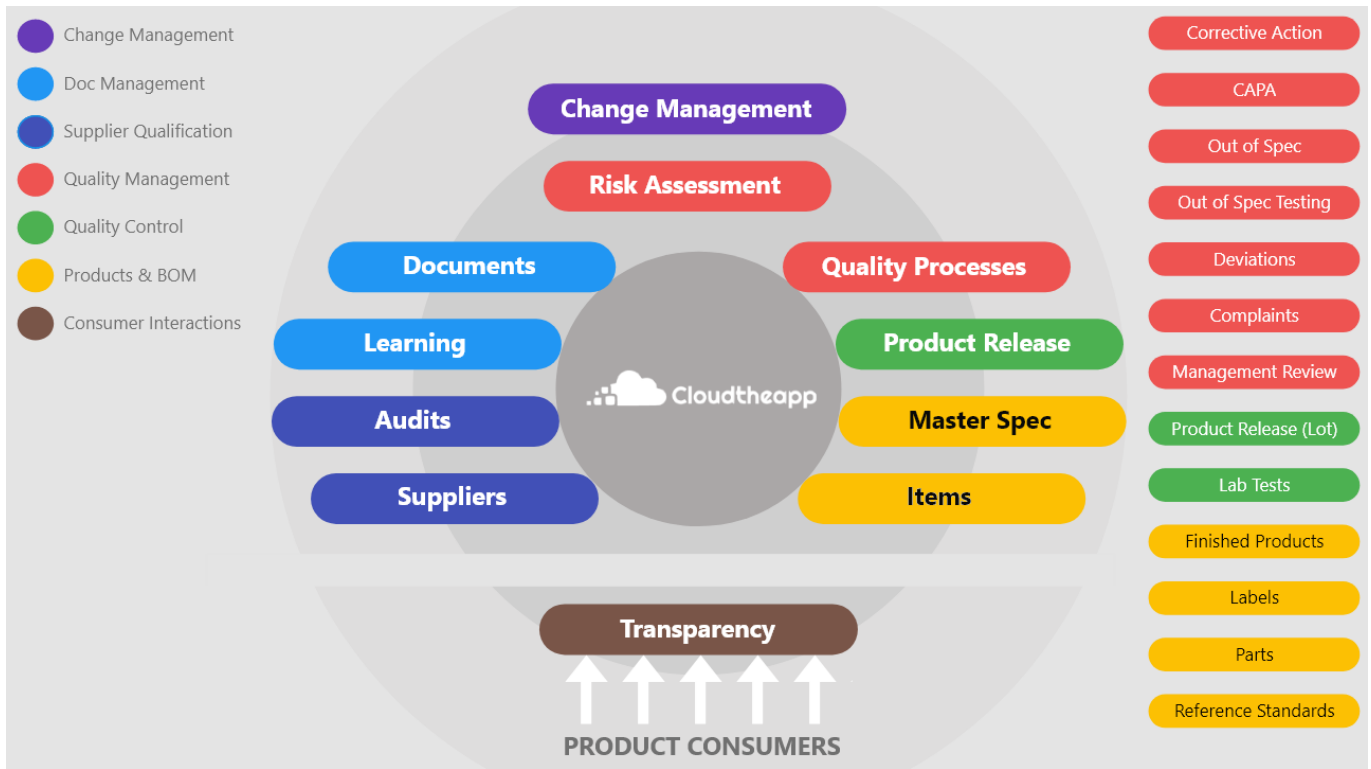
**Michael MacLaren - Senior QC Manager / Site QA Lead**

The scope of Phase-1 included all the modules listed in the graph below, the implementation goes beyond a standard **QMS**, and it included processes for **Quality Control and Lab Testing, Suppliers Qualification Management, Products and BOM, Consumers Interaction** through the Transparency Module.

In numbers, Phase-1 included:

- **11+ Modules**
- **25+ main processes** (along with their variations for the different types).
- **23K+ Records** to be migrated from the previous system (along with all record relations).
- **9 User Manuals**, and requirements documentation for each module
- **Super Users Training**

The decision was to implement all modules **from the ground up** using Cloudtheapp NoCode platform to match exactly Niagen Bioscience’s sophisticated requirements.



## IMPLEMENTATION

*"I am consistently impressed with the Cloudtheapp system and support team. They are phenomenal communicators and work diligently to meet our needs and timelines while implementing a customized Quality Management System. Armed with a powerful quality system and a strong team of collaborators to back it up, Cloudtheapp is the whole package."*

**Elizabeth Hughes - Senior Quality System Specialist**

Several meetings took place before the start of the implementation project, and the team at Niagen Bioscience was given a unified template for providing design requirements for the different main processes they have (25+). The quality team was able to provide requirements that contained mockups for workflows, forms, and views for the different modules to be deployed. This helped a great deal in accelerating the process as we started the implementation.

An implementation team was formed with resources from both organizations. The team on Niagen Bioscience side was very knowledgeable about their internal processes, and they were able to clarify their business needs in an organized and professional manner. The team was also eager to learn everything about Cloudtheapp system.

Twice a week, the two-hour recurring meeting was scheduled to work on discussing requirements for design and data migration, presenting implementations, reviewing, and testing design and migrated data. The whole team on both

sides was extremely engaged, with unusual determination to do whatever it takes to end up with successful implementation in a very short time.

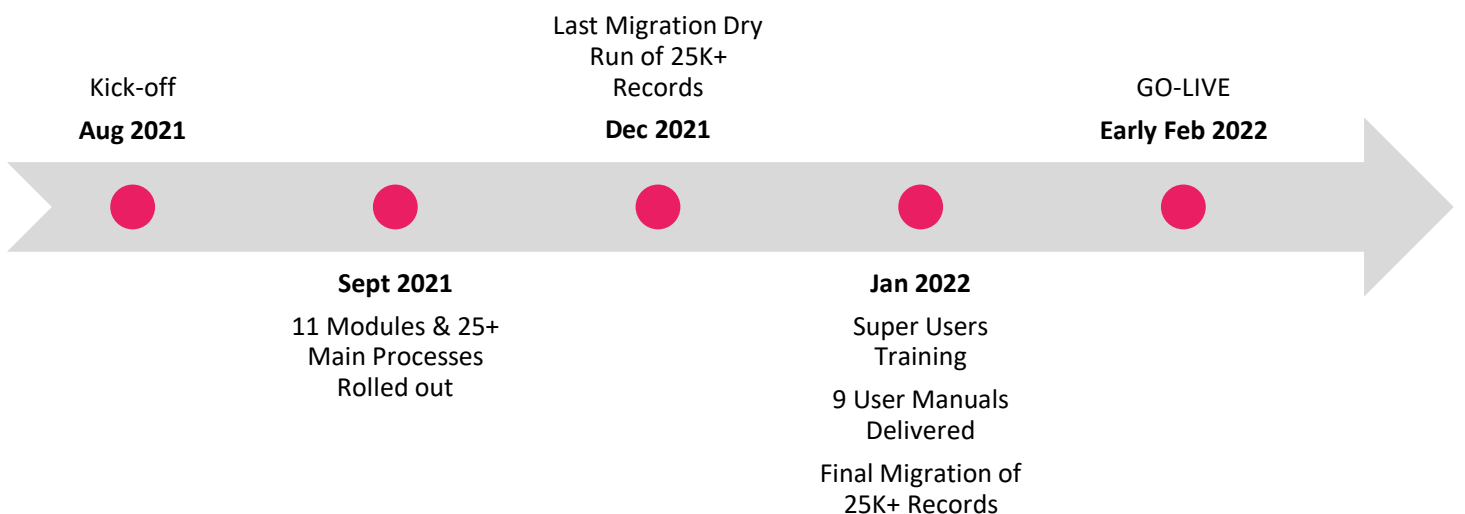
Cloudtheapp Platform was very flexible and configurable, and the team leveraged that to implement processes quickly but surely, as well as tune processes on the fly as part of discussing changes in implementation meetings

After implementing all design changes, and signing-off on the design by Niagen Bioscience team, we started the data migration journey to migrate 25K+ records from the old system. It was a gradual process doing dry runs for processes gradually while reviewing results in recurring meetings. Niagen Bioscience team has done excellent work in verifying the data that was migrated by Cloudtheapp, using a big sampling percentage that is greater than 10%.

As part of the project, Cloudtheapp Team developed around 9 User Manuals that cover the different modules and main processes.

Finally, the implementation was concluded with an 8-hour Super User Training, in which the team at Niagen Bioscience practiced creating brand new modules using Cloudtheapp NoCode Designer Tools.

The final result is a smooth, quick, and successful go-live after implementing 25+ processes and migrating 25K+ records.



## RESULTS

*"Cloudtheapp as a software is genius. Cloudtheapp as a company is exceptional. Personally, I have extensive experience with QMS programs and software, and this system's flexibility and customization capabilities is unmatched. The Team at Cloudtheapp also has been a breath of fresh air. Their willingness to jump in and get the job done made the implementation of our project go very smoothly. With minimal resources dedicated to implementation, we were able to get it done."*

**Albert Rembert - Director, Quality and Product Safety**

The management team at Niagen Bioscience is very pleased with the result, 11 modules were created from the grounds up according to exact requirements using Cloudtheapp NoCode designers and Rule Builders. Containing 25+ main processes along with their variations, the design of deployed modules matches the current process at Niagen Bioscience which means minimal changes to standard operating procedures.

All the data (25K+ records) was migrated from the old system, which means Cloudtheapp is the single source of truth for all deployed systems and processes.

The quality Team at Niagen Bioscience is now able to unleash the power of the new implementation on Cloudtheapp platform, recently they implemented a brand new process (OOS Stability Study) on their own, and they are doing design changes to existing processes with a few clicks cloning their innovation to Prod stage using intuitive configuration management approach.

Analytics dashboards are now providing the team with real-time insight on existing data at their fingertips. Right after migrating the data, they were able to see trends on the fly without having to spend hours putting the data together to see graphs. It is now possible to understand whether the trend of things like broken bottles is enhancing with time or not.

The end-users at Niagen Bioscience are also happy as they can be more productive now. Finding information is easy and navigating through the UI is a pleasant experience.

Massive ROI for this rollout, the team can be very productive now in adjusting the system according to changing business needs. The switch to the new system will open doors to a world of new possibilities. Furthermore, there is a considerable savings in the ongoing annual licenses cost compared to the previous system, as well as massive saving on every future process roll-out due to the NoCode building capabilities in the platform.

## **ABOUT CLOUDTHEAPP**

Cloudtheapp is a No-Code Cloud Platform built for the compliance world. Our vision is to provide you with the most configurable easy to use Quality Management and Regulatory Compliance SaaS software on the market. Start with our ready-made applications, use them as is, or configure every aspect of their design, but don't stop there; using our "Validated Compliance" No-Code" platform we want you to automate every other internal process you have, build an application for it, without writing a single line of code or script, and without any additional installs or infrastructure, then see the magic of how ALL applications would integrate with each other to complete your compliance story.

Cloudtheapp has been founded by experienced professionals who have a proven track record in building successful global software. Three decades of industry experience helped us create the most sophisticated compliance & digital transformation tool to bring solutions that address real challenges for the compliance industry.

Our solutions allow you to reach out to suppliers, auditors, consumers, or any other external party, assign them records, get their feedback, collaborate without the hassle of separate disintegrated solutions and tedious back and forth emails. Cloudtheapp is light to operate and administer so that your staff can focus on building your quality products. For more information about Cloudtheapp, please visit <https://www.cloudtheapp.com>.