

CUSTOMER STORY

How Veranex Streamlines MedTech Innovation, Operations, and Compliance with Jama Connect®

About Veranex

Veranex is the world's first Innovation CRO (iCRO), uniquely positioned to accelerate novel or 'next-gen' medical devices and technologies by uniting every stage of product development, from design and preclinical research to clinical strategy, regulatory planning, and market access and clinical or commercial adoption.

Veranex supports MedTech companies across the industry and therapeutic spectra, from startups and emerging teams to mid-stage companies and large strategic organizations, helping move programs from concept through commercialization with greater clarity, speed, and alignment.

Customer Story Overview

MedTech innovation is high stakes by nature. Every development stage carries execution risk, regulatory risk, and business risk, making it critical to de-risk programs in ways that improve the likelihood of successful next-step achievement.

Serving clients at varying stages of maturity, Veranex works with a wide range of processes, systems, and input formats. That variability can create disjointed design documentation and disconnected risk assessments, requiring engineers to spend significant time bridging gaps between stakeholder needs, requirements, and risk items.

WITH JAMA CONNECT, VERANEX TEAMS BENEFIT FROM:

- Automated generation of compliance-ready documentation aligned to client and regulatory expectations.
- Real-time alignment across cross-functional teams, removing communication barriers and driving quality.
- More flexible risk management workflows that adapt to client-specific templates while maintaining traceability and control.

“*The efficiency gains represent high value across the board. [Jama Connect] frees systems engineers from doing manual ‘human glue’ work, copying, pasting, and searching across sources to maintain traceability.*

- Matt Riordan, Principal Systems Engineer, Veranex

For Veranex, solving that challenge was not only about compliance. It was also about building a more efficient operating model, one that protects expert time, supports talent effectiveness, and helps the business scale delivery with greater predictability.

By implementing Jama Connect for design inputs and risk management, Veranex enabled its engineering teams to focus more on innovation and less on administrative overhead. The result is a more efficient, predictable workflow that supports stronger client relationships, improved delivery consistency, and better overall program performance.

Challenges

Fragmented Requirements and Documentation

Client variability in documentation maturity and process rigor often led to inconsistent inputs. Some engagements began with minimal design information, while others involved large, unstructured requirement sets spread across Excel files, SharePoint folders, and other sources.

As a result, Veranex teams often have to reconstruct and baseline requirements before meaningful systems engineering work can progress.

Manual and Disconnected Traceability

Maintaining traceability across stakeholder needs, product requirements, risk items, and downstream engineering activities relied heavily on manual effort. This consumed valuable engineering time and increased the likelihood of incomplete or outdated linkages.

In a regulated development environment, inefficient traceability can create downstream friction in design, human factors activities, and compliance preparation, especially when teams need to demonstrate that design decisions and mitigations remain fully connected.

Siloed Risk Management

Risk assessments managed outside of the core requirements workflow, often in standalone spreadsheets make program tasks more arduous to keep risk mitigations synchronized with evolving design requirements and downstream development work.

The disconnect slows design assurance activities and makes it more labor intensive to maintain a clear, current view of compliance status at the moments that matter most.

Solution

Veranex implemented Jama Connect to unify the product development lifecycle, traceability, and risk management within one development framework.

Flexible Standardization

To support a diverse client base, Veranex established standardized templates and tagging strategies that made it easier to generate documentation aligned with each client's preferred formats and internal processes.

This approach created greater internal consistency without sacrificing the flexibility required to support different client teams, development pathways, and documentation expectations.

Bi-Directional Traceability and Gap Identification

Jama Connect enabled engineers to trace stakeholder needs through product requirements and into downstream engineering activities. Configurable dashboards and filters also improved visibility into missing or incomplete relationships, helping teams identify gaps earlier.

That visibility supports stronger traceability discipline ahead of regulatory review and internal quality checkpoints, while also reducing the amount of manual follow-up needed to keep complex programs moving.

Optimized Risk Management

Using Jama Connect's Excel round-trip capability, teams could continue working in familiar spreadsheet-based workflows when needed while still preserving centralized traceability.

This reduced manual reconciliation, improved accuracy in risk documentation, and makes it easier to keep risk activities connected to broader design control processes.

“Jama Connect frees the systems engineers to focus on requirements and subsystem interactions rather than spending substantial time on manual work for traceability and compliance. The efficiency gains are significant because of what it enables teams to do.

- Ann Meyer, Director of Systems Engineering, Veranex

Outcomes

Stronger Client and Program Outcomes

By improving documentation consistency, accelerating turnaround times, and adapting to client-preferred workflows, Veranex strengthened trust across engagements.

Greater predictability and clearer traceability also help reduce project friction and support key program milestones, including regulatory readiness and other next-step decisions that depend on well-managed development execution.

Reduced Engineering Overhead

Automated traceability and documentation workflows reduced time spent on manual coordination tasks.

Better Use of Expert Time

Reducing administrative burden allowed teams to spend more time on critical thinking, systems-level problem solving, and high-value client work like design input development, architectural definition and cross-functional collaboration. From a business perspective, that also supports a healthier operating model, one that makes better use of specialized talent and improves scalability as demand grows.



Ready to see how Jama Connect can modernize your development process?
Let's connect.

ABOUT JAMA SOFTWARE

Jama Software is focused on accelerating product velocity with AI-driven development across multidisciplinary engineering organizations. Using Jama Connect, engineering organizations can now adopt AI-driven development while intelligently managing the complexity and compliance of parallel development, automated pipelines, and industry standards. Our rapidly growing customer base spans aerospace & defense, automotive, medtech & life sciences, semiconductor, industrial manufacturing, consumer electronics, infrastructure, robotics, and energy. For more information about Jama Connect services, please visit www.jamasoftware.com.