

CASE STUDY

Philips Healthcare Unifies Global Regulatory Operations Across 30+ Business Units on a Single Source of Truth

INDUSTRY
Medical Device Manufacturer

REVENUE
\$21.1B

CUSTOMER SINCE
July 2022

20x

Active Registrations Scaled Since Go-Live

2x

User Adoption in Last 6 Months

30+

Business Units on One Platform

250

Countries in Registration Footprint

PHILIPS

NYSE: PHG | Global Medical Device Manufacturer

Challenge

Email-based registration workflows with no centralized visibility, performance data, or audit trail across 30+ business units.

Solution

Enterprise-wide implementation of Rimsys RIMS platform: Registrations, Submissions, Intelligence, and Standards modules.

Result

Regulatory operations moved from reactive to measurable, with real-time KPI visibility across the entire enterprise.

Executive Summary

Philips Healthcare operates one of the largest regulatory portfolios in global MedTech: products registered across 250 countries, with a footprint that grows with every acquisition. Before Rimsys, that complexity was managed through email and spreadsheets. Submission packages moved through inboxes with no audit trail, no performance data, and no reliable view of where products were authorized to ship.

Philips selected Rimsys in 2022 as the enterprise platform to bring regulatory order to that complexity. Since go-live, active product registrations have scaled more than 20x, user adoption has doubled in the last six months, and the regulatory affairs function now operates from a single source of truth spanning the entire enterprise.

“

If you want to get to 100%, you have to come along the journey, and if we ignore it until it's perfect, it's going to be too late.”

Angela Scurlock | Head of Regulatory Affairs, Centralized Services

The Challenge

Without structured data, Philips could not measure regulatory performance, track license expiration across the portfolio, or identify where submission work was stalling. Every acquisition made it worse: incoming business units arrived with their own workflows and systems, absorbing more fragmentation rather than resolving it.

The Solution

Philips evaluated multiple platforms against requirements built with both market-facing and business regulatory affairs teams. Rimsys won on two dimensions: an interface that made complex product and registration data immediately legible, and more enterprise-ready features than competing platforms at the right price point.

Philips went live with Rimsys Registrations and Submissions modules in July 2022. The team deployed platform experts for train-the-trainer sessions and launched regular drop-in sessions where users could ask questions and surface issues. Standing up a dedicated Regulatory Operations team focused exclusively on rest-of-world registration accelerated adoption further.

Implementation Partnership in Action

When an early business unit pushed back on workflow efficiency, Philips and Rimsys worked through it together. A hands-on process walkthrough identified exactly what needed to change, a fix plan was shared, and that transparency became the foundation for sustained user buy-in across the enterprise.





The Conclusion

Since go-live, Philips has scaled active product registrations more than 20x, with further growth already underway. What started as a single deployment now spans 30+ business units across 250 countries, with Rimsys serving as the single source of truth for regulatory data across the enterprise, including businesses acquired since implementation.

For the first time, Philips can measure its own regulatory performance. KPIs flow directly from the platform, giving leadership real-time visibility into registration health. When anomalies surface, they drive data correction and user training, closing gaps that previously went undetected until they affected revenue.

With Rimsys AI-assisted Submissions and Regulatory Intelligence now in use, Philips expects to accelerate further: reducing administrative burden so skilled regulatory professionals can focus on strategy.

Rimsys Functionality in Use

<div style="text-align: center; margin-bottom: 10px;"></div> <p>Registrations</p> <p>Centralized license tracking across 250 countries and 30+ business units.</p>	<div style="text-align: center; margin-bottom: 10px;"></div> <p>Submissions</p> <p>AI-assisted submission workflows replacing email-based package management.</p>	<div style="text-align: center; margin-bottom: 10px;"></div> <p>Intelligence</p> <p>Real-time KPI dashboards giving leadership visibility into registration health.</p>	<div style="text-align: center; margin-bottom: 10px;"></div> <p>Standards</p> <p>Essential Principles and standards tracking aligned to global market requirements.</p>
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Ready to see what this looks like for your organization?

See how Rimsys can unify your regulatory operations.

[Book a Demo](#)

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