EQMS BUYER'S GUIDE

Which eQMS Platforms Are Easiest to Maintain?

Configuration, revalidation, integrations and administration: how five widely considered platforms compare after go-live.

Choosing an electronic quality management system (eQMS) often starts with a familiar list of requirements: document control, training, CAPA, change control, audits, and compliant electronic signatures.

But there is another question worth asking.

> **How much work will this system create after implementation?**

Quality processes change. Employees join and leave. New systems need to be connected. Software releases need to be assessed. If every update requires help from IT, a consultant, or the vendor, maintaining your eQMS can quickly become a full-time job.

The easiest eQMS platforms give Quality teams control over routine changes while providing the validation materials, integrations, and support needed to keep everything running.

To help you compare your options, we reviewed G2 feedback for five widely considered eQMS platforms: **ZenQMS**, **Qualio**, **MasterControl**, **Veeva Vault Quality**, and **Octave Reliance** (formerly ETQ Reliance). Here is what to look for.

FOUR AREAS TO EVALUATE

What Makes an eQMS Easy to Maintain?

Ease of use matters, but maintaining an eQMS involves more than navigating the interface. Quality teams should evaluate four areas.



01

Configuration Your Quality Team Can Manage

Your quality processes will change over time. You may need to add a field, adjust an approval workflow, update permissions, or introduce a new quality event.

A configurable eQMS lets administrators make routine changes without custom code or a lengthy services project. This is different from a heavily customized system, where changes may require developers, consultants, and additional validation work. Learn more about the difference between eQMS configurability and customization.

Ask: Who controls the configuration after go-live? Can your Quality team update the system themselves, or will every request become an IT ticket?



02

Revalidation Support After Software Releases

Cloud eQMS vendors regularly release fixes, improvements, and new features. Your team needs to assess whether those changes affect the system's intended use. That process becomes much easier when the vendor provides:

- ✓ Detailed release notes
- ✓ Updated requirements
- ✓ User Acceptance Testing documents
- ✓ Impact assessments
- ✓ Testing results
- ✓ A sandbox or testing environment

These materials help your team take a risk-based approach and focus its testing on the functions that actually changed. For more guidance, see when and why an eQMS needs revalidation.

Ask: Exactly what do you provide after a major release, and does access cost extra?



03

Integrations That Reduce Manual Work

Quality data rarely lives in one place. Employee information may come from an HR system. Complaints may begin in a CRM. Other records may need to move between your eQMS and a LIMS, ERP, LMS, or another operational system. Without integrations, someone has to keep all of that information aligned manually.

Useful eQMS integrations can automate user provisioning, synchronize records, and move data between systems. This reduces duplicate entry and helps maintain one accurate source of truth.



04

Straightforward Day-to-Day Administration

An eQMS may be easy for employees completing training while still being difficult for the administrator managing it. Look at how much work it takes to:

- ✓ Add and deactivate users
- ✓ Manage training assignments
- ✓ Find overdue records
- ✓ Troubleshoot user questions
- ✓ Update roles and permissions
- ✓ Change forms and workflows
- ✓ Build reports

When reading customer reviews, pay particular attention to feedback from Quality leaders and system administrators.

Which eQMS Platforms Are Easiest to Maintain?

There is no single answer for every organization. A global manufacturer managing dozens of sites has different needs than a clinical-stage biotechnology company with a small Quality team. Still, G2 reviews can reveal useful patterns around administration, flexibility, and ongoing support.

PLATFORM	G2 RATING	BEST FOR
ZenQMS	**4.7 / 5**	Life sciences companies that want flexibility without a large eQMS admin or IT function
Qualio	4.4 / 5	Smaller teams with straightforward document control and training needs
MasterControl	4.3 / 5	Large organizations with complex requirements and dedicated admin resources
Veeva Vault Quality	4.1 / 5	Enterprise life sciences organizations already in the Veeva ecosystem
Octave Reliance	4.3 / 5	Large manufacturers and multi-site organizations with complex quality processes

G2 ratings and review themes were reviewed in September 2026 and may change as new reviews are added.

ZenQMS

G2 4.7 / 5

ZenQMS is a configurable eQMS built for regulated life sciences organizations. Reviewers frequently mention its ease of navigation, configuration, and administration. One recent reviewer described ZenQMS as easy to configure with little need for internal IT support.

Quality administrators can configure forms, fields, workflows, and roles without custom development. ZenQMS also provides a sandbox environment and validation materials, including requirements and UAT documentation, at no additional cost. ZenQMS integrations include pre-built connections, a no-code Integration Designer, and public APIs.

Best for: Life sciences companies that want flexibility without building a large eQMS administration or IT function.

Qualio

G2 4.4 / 5

Qualio is commonly used by smaller life sciences and medical device companies. Reviewers often highlight its interface, document organization, training experience, and onboarding support. Some also mention limitations involving permissions, document editing, reporting, and workflow flexibility.

Best for: Smaller teams with relatively straightforward document control and training needs.

MasterControl

G2 4.3 / 5

MasterControl supports a broad range of quality and manufacturing processes across regulated industries. Reviewers frequently recognize its depth and ability to centralize complex quality processes. Some also mention a steeper learning curve and more involved configuration and administration.

Best for: Large organizations with complex requirements and dedicated resources for system administration.

Veeva Vault Quality

G2 4.1 / 5

Veeva Vault Quality supports document control, training, quality events, and other enterprise quality processes. G2 reviewers describe the platform as robust and capable of supporting complex programs. Its strongest fit may be within organizations already using other Veeva products, while smaller teams may find that it requires more configuration and specialized administration than they need.

Best for: Enterprise life sciences organizations already invested in the Veeva ecosystem.

Octave Reliance

G2 4.3 / 5

Octave Reliance, formerly ETQ Reliance, is designed for complex and often multi-site quality operations. The platform provides extensive application and workflow flexibility. That breadth can help large organizations standardize processes across sites, but it also requires clear governance and dedicated administrative resources.

Best for: Large manufacturers and multi-site organizations with complex quality processes.

BRING TO YOUR NEXT DEMO

Questions to Ask Before Choosing an eQMS

A polished demo will show you how a platform works when everything is already configured. Ask vendors to show you what happens when something needs to change.

- [ ] Can our Quality team change workflows, forms, and fields without custom code?
- [ ] Which changes require vendor services or additional fees?
- [ ] Can we test configurations in a sandbox?
- [ ] What validation documents are provided after a major release?
- [ ] Do you provide updated requirements and UAT scripts?
- [ ] Do customers pay extra for validation materials?
- [ ] Which integrations are already available?
- [ ] Can the system automatically update users and organizational data?
- [ ] How are integration failures identified?
- [ ] What training does a system administrator need?
- [ ] What ongoing support is included?

Use the evaluation checklist in this Buyer's Guide to organize your requirements and compare vendors more consistently.

Choose an eQMS Your Team Can Keep Running

The easiest eQMS to maintain depends on your company, processes, and available resources.

Enterprise platforms can provide extensive control, but they often require experienced administrators and stronger configuration governance. Simpler platforms may reduce the initial workload but introduce limitations as the organization grows.

Look for an eQMS that gives your Quality team enough flexibility to adapt without making every change a new IT or consulting project. The right vendor should also provide the validation evidence, integrations, and support needed to keep the system accurate and compliant over time.

SEE IT FOR YOURSELF

Configurability, validation and connected quality, in three minutes.

Watch the 3-Minute Walkthrough →

How ZenQMS Approaches Maintenance →

that's ZEN