



QUISITIVE CLIENT

Proficiency Testing
Canada

INDUSTRY

Healthcare & Life
SciencesQuality Assurance &
Accreditation

LOCATION

Ottawa, Ontario, Canada

SOLUTION

- Microsoft Dynamics 365
- Sitefinity Portal
- Cloud Modernization

“Quisitive’s deep expertise in Microsoft Dynamics made them the natural choice for our digital transformation.”

NADINE LEWIS

Program Management Officer,
PT Canada

PTC Accelerates Lab Reporting and Results Sharing with Quisitive and Microsoft Dynamics 365

Proficiency Testing Canada (PTC), a long-standing provider of proficiency testing services for laboratories, needed to transform its manual, paper-based operations into a streamlined, digital-first model and modernize how it delivers timely, accurate results to labs across Canada. With Quisitive and [Microsoft Dynamics 365](#), PTC replaced its manual, paper-based workflows with a digital system that allows faster report generation, improved data access, and a seamless customer experience.

Previously reliant on an unsupported database and manual transcription, the organization faced growing risks to service delivery and operational continuity. PTC turned to Quisitive to develop a modern **Customer Management Platform** and **Proficiency Testing Laboratory Portal** using [Microsoft Dynamics 365](#) and third-party partner CMS solution, [Sitefinity](#), enabling them to better serve labs across Canada while ensuring long-term scalability and resilience.

Challenges

Prior to the engagement, PTC’s core business processes were manual and reliant on outdated systems. Individual laboratories (customers) had to complete paper-based applications, which PTC staff would then transcribe — a time-consuming and error-prone process.

“We were reliant on a single individual to conduct critical tasks in processing a PT round,” shared the PTC team.

Why Quisitive

PTC selected Quisitive based on a proven track record and deep familiarity with the industry, as they had already delivered a similar solution for one of PTC’s partner organizations.