Veeva/Salesforce
MANAGED SERVICES

HighPoint SOLUTIONS

20k
Veeva/Salesforce.com users supported

40
Countries with users supported by HighPoint

Managed Services

Our Managed Services is supported by **50+ Technical Team Members**

References

Actavis

Allergan

endo

Ironwood

BOSTON BIOMEDICAL
Sumitomo Dainippon Pharma Global Oncology

Forest Laboratories, Inc.

flexion
Transformative Medicine...
Where It Matters

Biogen

Coherus BIOSCIENCES

Kite Pharma

MERRIMACK® PHARMACEUTICALS

KERYX BIOPHARMACEUTICALS, INC

Mylan

TEVA

Lundbeck

Shire

Takeda

Intarcia

ZS Pharma

REGENERON

ultragenyx pharmaceutical

Project Spotlights

Veeva CRM
- Tier 1-4 Managed Services Support
- CRM Implementation
- Solution Architecture
- Project Management
- CRM Custom Development
- CRM−3rd Party Integration
- Testing

Veeva Vault
- Tier 1-3 Managed Services Support
- Vault Implementation
- Data Migration
- Vault − CRM Integration
- Vault Enhancements
- Testing

Veeva Network
- Tier 2-3 Managed Services Support
- Network Implementation
- Data Stewardship
- 3rd Party Data Subscription
- Network Integration

Salesforce.com
- Tier 1-4 Managed Services Support
- CRM Implementation
- Solution Architecture
- Project Management
- CRM Custom Development
- CRM Custom App Development
- CRM−3rd Party Integration
- Testing

Veeva Capabilities

Veeva CRM Tier 1–4 Capabilities

Tier 1

- Provide first point of contact for end users
- "How To" Questions
- Password resets
- Troubleshoot low-medium complexity issues
- Uninstall/reinstall mobile Veeva CRM application
- Ticket solving via knowledge base
- Assistance with navigating application menus
- Sync checks
- Managing lists

Tier 2

- Account Management
- Reports/Dashboard Management
- CLM Management
- Documents Management
- Workflow Support
- User / Territory Administration
- Security & Access Management
- Application Fixes
- End User Training
- Data Integrity Checks
- System/Business Documentation
- Troubleshoot medium – high complexity issues
- Approved Email Management

Tier 3

- Advanced Account Management
- Report Customization / Scheduling
- Dashboard Creation
- Troubleshoot high complexity issues
- CLM Content Management and Configuration
- Data Management
- Approved Email Content Management and Configuration
- Application Configuration and Minor Enhancements
- Testing
- Release Management and Planning
- Change Management
- Data Loading
- Environment Management
- System/Business Documentation
- Escalations from Tier 2

Tier 4

- Product Escalations

Veeva Vault Tier 2–3 Capabilities

Tier 2

- CLM Administration
- User Management
- Document Management
- Troubleshoot User Issues
- Document Type and Field updates
- Testing
- Security Management
- Reports and Dashboards
- Binder Administration

Tier 3

- Lifecycle and Workflow Management
- Security and Access
- Vault Configuration and Enhancements
- Vault-CRM Integration
- Approved Email
- Bulk document updates
- Product escalations
- Release Management
- Binder Administration
- Object Administration
- Reports and Dashboard Management
- Escalations from Tier 2

Veeva Network Tier 2–3 Capabilities

Tier 2

- Check the status of DCR
- Matching and Tuning Data
- Managing access to Network
- Ad hoc Match
- Network Administration
- Validate Suspect Matches
- Reporting
- Custom Network Settings

Tier 3

- UI Configuration
- Network Data Mapping
- Network Data Association
- Schedule Ad hoc Runs
- Source Data Subscriptions
- Track DCR status and Escalations
- Escalations from Tier 2

HighPoint SOLUTIONS