

C3i Solutions, an HCL Technologies company – your Veeva partner

Hear on full Services in patient support domain from experts

Life Sciences Industry - Key Need

Today's life sciences companies face a multitude of challenges — how to balance business and financial burdens in an ever increasing regulatory environment, while **delivering the highest quality of care and customer satisfaction to public that is more engaged and demanding than ever before**. C3i Solution, an HCL Technologies company has developed innovative global multi-channel engagement solutions to help life sciences companies address current and future challenges.



PARTNER OF CHOICE

OVER **35 YEARS**
OF CONSUMER AND LIFE SCIENCES INDUSTRY EXPERIENCE

30 **MILLION**
ANNUAL, MULTI-CHANNEL INTERACTIONS



SERVICING CLIENTS IN

175
COUNTRIES

12
LOCATIONS ON
3
CONTINENTS

DELIVERING SOLUTIONS TO

1 MILLION
LIFE SCIENCES PROFESSIONALS
EACH YEAR

SUPPORTING

1.3 MILLION
END-USERS



SERVICING **80%**

OF THE TOP 20 PHARMACEUTICAL FIRMS

175+
HCPs ON STAFF



93%
CUSTOMER
SATISFACTION

Customer Proof-Points

For a leading global biotechnology company, HCL-C3i Solutions supported chronic as well as metastatic disease states, handling over 15,000 interactions with patients throughout the US per year, 7 days per week, including inbound and outbound calls and online chat - thereby Driving Compliance and Enhancing Customer Experience Through Continuous Process Improvement

For a top 10 Pharma company, HCL-C3i Solutions was engaged to refresh over 5,500 previously deployed hardware platforms in more than 30 domestic and international locations after the company was left with a variety of hardware platforms, expired software licenses, internal end user dissatisfaction due to multiple mergers and acquisitions.

Our Life Sciences Capabilities

End User Training: Maximize end-user adoption with customized, process-focused training solutions

Pharmaceutical Sales Force Training

Clinical / Compliance Training

Contextual Translation of Training Materials

Medical Information: Global, multi-channel, multi-lingual operations providing best-in-class medical inquiry management

Medical Information Contact Center

Medical Writing

Social Media Services: A comprehensive, pharma-specific approach to social media participation, including:

Adverse Event Monitoring

Patient Education & Engagement

Analysis & Insights

Community Management & Consulting/Managed Services

Patient Engagement: Helping guide your patients towards optimal outcomes

Patient Support & Adherence

Multi-Channel Patient Engagement

Pharmacovigilance: Transforming drug safety through innovation and integrated services

Safety Medical Writing

Global Adverse Event Case Processing / Regulatory Support

Safety Database Systems Hosting and Managed Services

Technology Enablement: Improve your field and office-based workers' overall technology experience

Service Desk & Deskside Support

Specialty Salesforce and Clinical IT Support

Remote Hardware Depot & Kitting

Mobility Services

THE EXPERIENCE...

of delivering consistent, specialized care and customer service to patients, consumers, and enterprise personnel

...MATTERS

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