

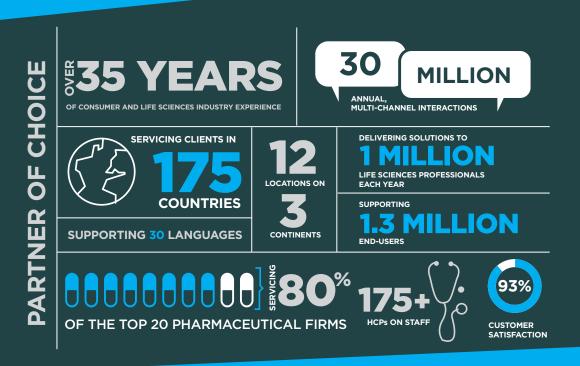


C3i Solutions, an HCL Technologies company – your Veeva partner

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.



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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