



*“Over the past 20 years, C3i Healthcare Connections has become a leader in providing life sciences companies with technology support services for their CRM environments. Veeva and C3i Healthcare Connections have many successful joint customers that use the Veeva CRM application along with end-user training and service desk from C3i Healthcare Connections.”*

— **Matt Wallach**, Co-Founder & Chief Strategy Officer, Veeva

## End-User Support and Technology Training for Veeva Systems

Working with more than half of the top 50 pharmaceutical companies worldwide, C3i Healthcare Connections has the knowledge, expertise and resources to enable users rapid adoption of the Veeva applications. Our single point of contact service desk minimizes downtime in the field and ensures that Veeva end-users are fully operational. Contact C3i Healthcare Connections today to increase the sales force effectiveness of your pharmaceutical field reps.



### MULTI-LINGUAL SERVICE DESK

#### Take sales force effectiveness to the next level

- Worldwide 24x7 service desk support in more than 30 languages for pharmaceutical sales reps.
- Flexible staffing models at an affordable price.
- Tier I and II integrated to reduce cycle times.
- High first-call resolution rates
- Centers in North America, Europe, India, and China



### BUSINESS AND TECHNOLOGY TRAINING

#### Maximise end-user adoption to reap the benefits of Veeva CRM

- Customized new hire, rollout and reinforcement training programs for sales & marketing applications.
- Educates the end-users during the initial deployment with on-going refresher training to ensure they know how to use all the software features.
- Proven expertise to manage and deliver trainings across multiple time zones and international cultures



### WORKSTATION MANAGEMENT SERVICES

#### Get the most out of your hardware investment

- Manages the lifecycle of technology deployed to your sales professionals.
- Provides a comprehensive set of tablet and smartphone services including help desk support, deployment, ongoing hardware services, and Mobile Device Management (MDM) services.
- Provides an array of workstation engineering, hardware technology deployments, break/fix and warranty repair services.
- Develops and loads software images and distributes hardware globally from operations in Pittston, PA, Sofia, Bulgaria, and Dalian, China