

izertis

CRM Capabilities Presentation

September 2025



Who we are

We are a Technology Consultancy that helps organisations in their Digital Metamorphosis process.

Our differentiation is based on our Offering of services and cutting-edge technologies, and on our modern, agile, innovative and flexible Culture.

+2.200

STAFF

+28

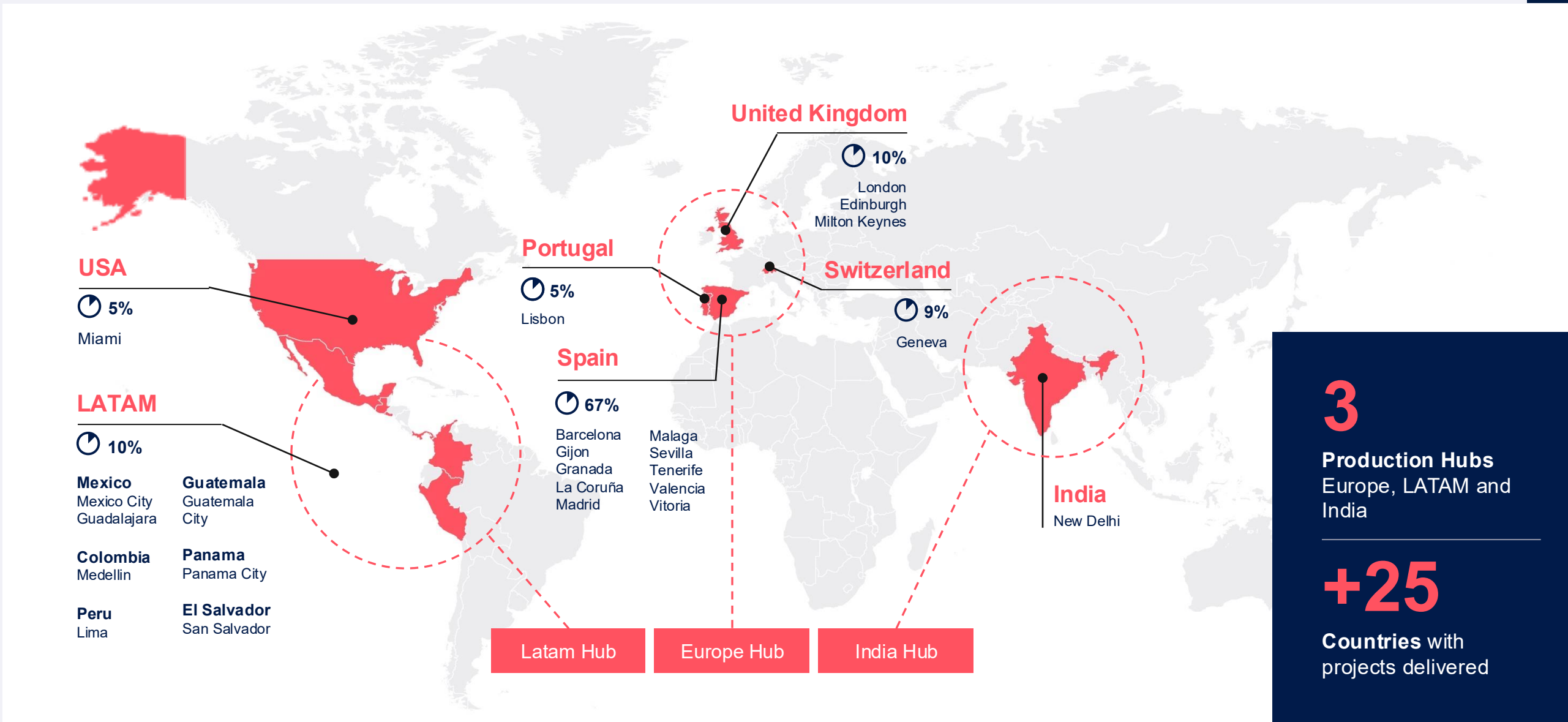
YEARS OF HISTORY

+138 M€

TURNOVER 2024



Who we are





Software Engineering



Solutions to accelerate the transition to high-value digital business for the user

IADev | Agile development | DevSecOps | Mobile | Digital Platforms | ECM & BMP | Quality Assurance | Phygital

Consultancy & Governance



Consultancy services for the optimisation and improvement of the operational efficiency of Organisations.

Strategic Consulting | IT Governance | Organisation and Processes | Portfolio, Programme and Project Management | Service Management | Change Management | PPM/ESM/ITSM Solutions

CX & Business Solutions



Developing end-to-end solutions to increase efficiency, reduce costs and create hyper-connected businesses that link people, data and processes.

Customer Experience | CRM | ERP

Veeva

Cloud & Infrastructure



Consultancy focused on Cloud-based technology infrastructures

Delegated Infrastructure Management | Hybrid Cloud | Cloud DevOps | IT Modernisation | Managed Services | Productivity | Communications | Communications

Cybersecurity



Cybersecurity solutions through a 360° security application model

Secure Architectures | Cyber Assessment | Audits | Pentesting | Red Team | Incident Support | SOC

AI & Data



Customised intelligence services and solutions to facilitate strategic decision making

Government AI | Artificial Intelligence | Data | Blockchain | PLN

Technology Alliances



Our Veeva Services

Veeva
Approved Email

Implementation

- Project Management
- System Build and Configuration
- Code Development
- Integrations Development
- Data Migration

Veeva
CLM

Post Roll-Out Services

- End-user training
- Help Desk Tier 1 & 2
- Managed Services
- Release Management

Veeva
Vault Platform

Content Management

- Content Metadata Testing
- Content Upload
- Librarian Services
- Digital Assets Management

Veeva
Engage

Customer Engagement

- Campaign & interactions management
- Engagement journey

Veeva
CRM MyInsights

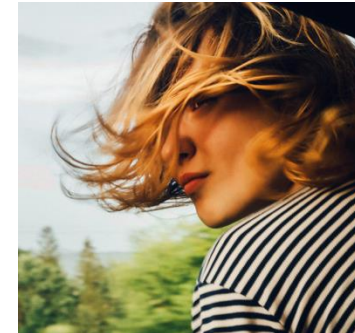
BPO Services

- Business Processes Outsourcing

CRM Life Sciences Backgroud



Veeva's
first European
partner in
2008



We work with
customers in the
CRM area in more
than 80 countries.



We have carried out
more than 70 CRM
implementations in
the last 10 years.

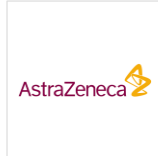
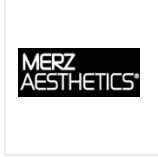
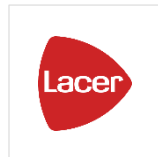
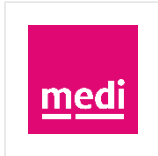
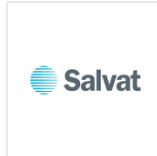


We currently provide
maintenance services
at different geographic
levels to more than 35
customers.

We are fully familiar with the internal processes of a pharmaceutical company

Life Sciences Sector

Global List of Clients

GLOBAL LEVEL			EUROPEAN LEVEL				LOCAL LEVEL							
														
														
														
														
														

izertis

ONE
TECH
AHEAD

Two people are captured in mid-air, jumping joyfully. The person on the left is wearing a light-colored t-shirt and red pants, while the person on the right is wearing a red t-shirt and light-colored pants. They are positioned in front of the large white text 'ONE TECH AHEAD', which is set against a blue-to-teal gradient background.