

How it Works

Site information and status flows from Veeva Clinical Operations (CTMS/SSU) into Veeva RTSM in near-real time. This ensures the correct address information is used for clinical trial supply shipments; sites can also directly request updates to this information when Site Connect and Site Vault are utilized.

A one-time mapping exercise seamlessly connects the clinical vault configuration to all RTSM studies. This can control not only site information (such as ID, name, country, IP shipping address) but also site status, which can control what transactions and activities are available for that site in Veeva RTSM. For example, shipments may not be sent or subjects screened until a site is active.

Business Benefits



Improves accuracy.

Ensures site IP shipping address details are accurate; helps limit or prevent IP delays and wastage by providing site users with visibility and real-time data to ensure shipments are going to the right location.



Streamlines workflow.

Provides an electronic workflow for self-service updates and enhances collaboration between sites and sponsors.



Saves time.

Eliminates duplicate data entry for sponsors.



Prevents premature shipping.

Ensures IP is not shipped until regulatory approval is confirmed.

Utilizing the Veeva RTSM connections increases quality and efficiency through process optimization and simplifies the user experience, saving time and effort. And when you're connected with Veeva, you get extra value – these connections are included and maintained by Veeva, with no additional license fees.



Watch this demo to see the RTSM–Clinical Operations Connection in action