

PRODUCT SHEET

Veeva Vault Medical

Veeva Vault Medical is a suite of applications used by medical affairs teams to manage evidence generation and communication activities. It supports end-to-end lifecycles for evidence generation, publishing, scientific content, and medical inquiry management.

Vault Medical applications live together in a single Vault, to help unify and standardize operations and facilitate the flow of scientific evidence across functions.

Veeva MedComms is a regulated content management application to manage the approval, storage, and distribution of scientific content.

Veeva MedInquiry is an application for managing and responding to medical information requests.

Veeva Publications is an application used to plan, author, approve, and submit scientific literature to journals and congresses.

Veeva Grants is an application that supports the end-to-end administration of evidence generation, research, and grants programs.

Vault AI for Medical is an agentic framework that allows AI Agents to operate within applications and perform medical-specific tasks.

PRODUCT	ANNOUNCED	STATUS	CUSTOMERS
Veeva MedComms	2012	Very Mature	100+
Veeva MedInquiry	2018	Mature	51–100
Veeva Publications	2025	Early	0
Veeva Grants	2025	Early	0
Vault AI for Medical	2025	Early	0

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Veeva MedComms

MedComms is a regulated content management application that supports unique content types, lifecycles, and workflows specific to the needs of Medical Affairs with embedded agentic AI. It enables content creation, review and approval, storage, management, and distribution.

Connecting to CRM automates distribution of medical content via applications like CLM and Approved Email. The MedComms API enables integration with third-party systems.

Core capabilities include Medical Portal—a central location to showcase curated content, enhancing accessibility and content reuse—and Scientific Communication Platforms which define scientific position, narrative, and objectives, as well as scientific statement and reference libraries. The MedComms API enables integration with third-party systems.

Announced	2012
Status	Very Mature
Customer type	Enterprise Pharma, Biotech, Medtech
Customers	100+
Platform	Veeva Vault
Integrations	Lives with MedInquiry, Publications, Grants Connected with Vault CRM, PromoMats, RIM, Falcon MLR

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Veeva MedInquiry

MedInquiry manages the intake of and response to medical information requests.

Requests can be automatically received and tracked from various channels, including phone, email, CRM, and websites – and agentic case processing extracts information from unstructured inbound interactions and automatically creates Case Records. Contact centers are supported with inbound telephony integration, and responses are sent and tracked directly from MedInquiry.

Teams can create, review, and approve FAQ and Standard Response libraries. MedInquiry detects FAQs from inbound inquiries and automatically creates response packages that include an email, cover letter, and approved content from the document library, while connections with Quality enable the transfer of adverse event and product quality complaint data.

Announced	2018
Status	Mature
Customer type	Medtech, Enterprise Pharma, Biotech
Customers	51–100
Platform	Veeva Vault
Integrations	Lives with MedComms, Publications, Grants Connected with Vault CRM, Quality, RIM

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Veeva Publications

Veeva Publications is an application used to plan, author, approve, and submit scientific literature to journals and congresses.

Teams can identify targets, develop annual plans, and view real-time progress with interactive Gantt Charts. Individual publication projects facilitate content development, authoring, review, and approval tasks for internal and external collaborators.

Publications lives with other Vault Medical applications to ensure that scientific evidence remains accurate and consistent as it moves across systems.

Announced	2025
Status	Early
Customer type	Medtech, Enterprise Pharma, Biotech
Customers	0
Platform	Veeva Vault
Integrations	Lives with MedComms, MedInquiry, Grants

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Veeva Grants

Veeva Grants is an application that supports the end-to-end administration of evidence generation, research, and grants programs.

This includes company-sponsored non-interventional research like RWE, HEOR, and longitudinal studies, company-funded evidence generation such as Investigator-Initiated Studies, and corporate-led funding for Independent Medical Education, sponsorships, or events.

Grants centralizes and automates processes from initial concept and review through program execution and outcomes reporting and features an external portal for managing application-related activities.

Teams can define a wide range of programs, manage budgets and payment tracking, maintain a program database, and track progress across key milestones.

Announced	2025
Status	Early
Customer type	Medtech, Enterprise Pharma, Biotech
Customers	0
Platform	Veeva Vault
Integrations	Lives with MedComms, MedInquiry, Publications

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Vault AI for Medical

Vault AI for Medical is an agentic framework that allows agents to operate within applications and perform tasks. All Vault Medical applications are AI-enabled with specific agents that understand the unique requirements of regulated scientific work for medtech medical affairs.

Agents have application-specific context, prompts, and safeguards and are grounded in the same rigorous security and compliance standards inherent to the Vault Platform.

Core agentic capabilities available in Vault Medical applications include:

- **Vault AI Tab:** Standard AI-based home page enabling a global, conversational search experience across your entire Vault. It understands your proprietary data model to answer open-ended questions and perform specialized actions.
- **Vault AI Chat:** Exists as a side window and allows you to ask record-specific questions or perform AI-driven actions on the data/document a user is actively working on such as summarization or translation.
- **Standard Agents:** Agents that perform specialized tasks within medical workflows. These are created by Veeva and pre-optimized with application-specific safeguards.
- **Custom Agents:** Define and create your own Vault AI agents to support unique operational or business-specific needs using a 'click-to-configure' interface.
- **Model Context Protocol (MCP):** Open-source standard that allows agents to connect and interact with other agents across Vaults or in external systems.

Announced	2025
Status	Early
Customer type	Medtech, Enterprise Pharma, Biotech
Customers	0
Platform	Veeva Vault
Integrations	Requires Vault Medical Lives with MedComms, MedInquiry, Publications, Grants