

Sales force effectiveness is becoming a high priority in the global pharmaceutical market as the pressure to ensure return on investment (ROI) is increasing.

Pharmaceutical companies have been leveraging the benefits of the customer relationship management (CRM) applications for many years now. However, the demand to improve efficiency and reduce costs across pharmaceutical sales continues in today's challenging market environment. The need to deploy faster, flexible and more cost-effective solutions is evolving.

The Software-as-a-Service (SaaS) model addresses these needs. With the ability to customize and quickly respond to market change, SaaS solutions improve user adoption and cost effectiveness, leading to higher ROI.

Today, Veeva is one of the leading providers of SaaS-based CRM solutions for the global life sciences industry, and C3i Healthcare Connections is the partner of choice for end-user effectiveness for Veeva solutions.

C3i Healthcare Connections is your training and support partner for Veeva life sciences solutions.

Get your organization up and running in new technology faster while reducing your costs with C3i Healthcare Connections.

C3i Healthcare Connections supports more than 80,000 pharmaceutical sales reps worldwide, improving their effectiveness. Our deep understanding of the life sciences industry and IT systems give us the capability to boost CRM technology usage and increase end-user productivity.

C3i Healthcare Connections partners with Veeva to provide life science customers with technology training and 24x7 multi-lingual service desk for their SaaS CRM deployments.



Veeva Partnership

C3i Healthcare Connections partners with Veeva to provide life sciences customers with comprehensive end-user training and service desk offerings for their cloud-based CRM deployments. Our exclusive focus on the life sciences industry, years of experience and a holistic approach to the end-user experience allow customers to realize the full advantage of Veeva's leading cloud-based software.

C3i Healthcare Connections offers end-to-end services for Veeva: 24/7 support in more than 30 languages, end-user application training and iPad/iPhone services including service desk, deployment, ongoing hardware services, and mobile device management (MDM).



Contact C3i Healthcare Connections

C3i Healthcare Connections, a division of Telere, is an industry-leading business process outsourcer specializing in the multi-channel engagement of patients, healthcare professionals and enterprise personnel via a network of global contact centers. For more information visit www.c3ihc.com

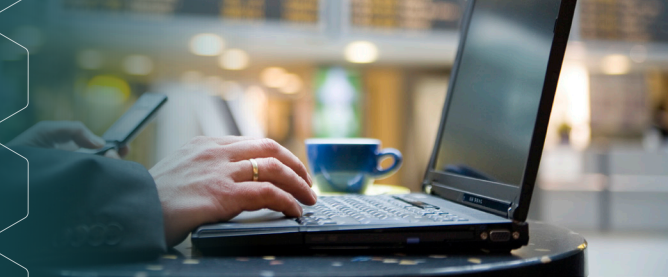


THE EXPERIENCE MATTERS



Veeva Solutions

A Division of Telere



End-User Support and Technology Training for Veeva

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.

“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



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

Realize the benefits of your Veeva application and enhance user adoption with C3i Healthcare Connections' training and support.