



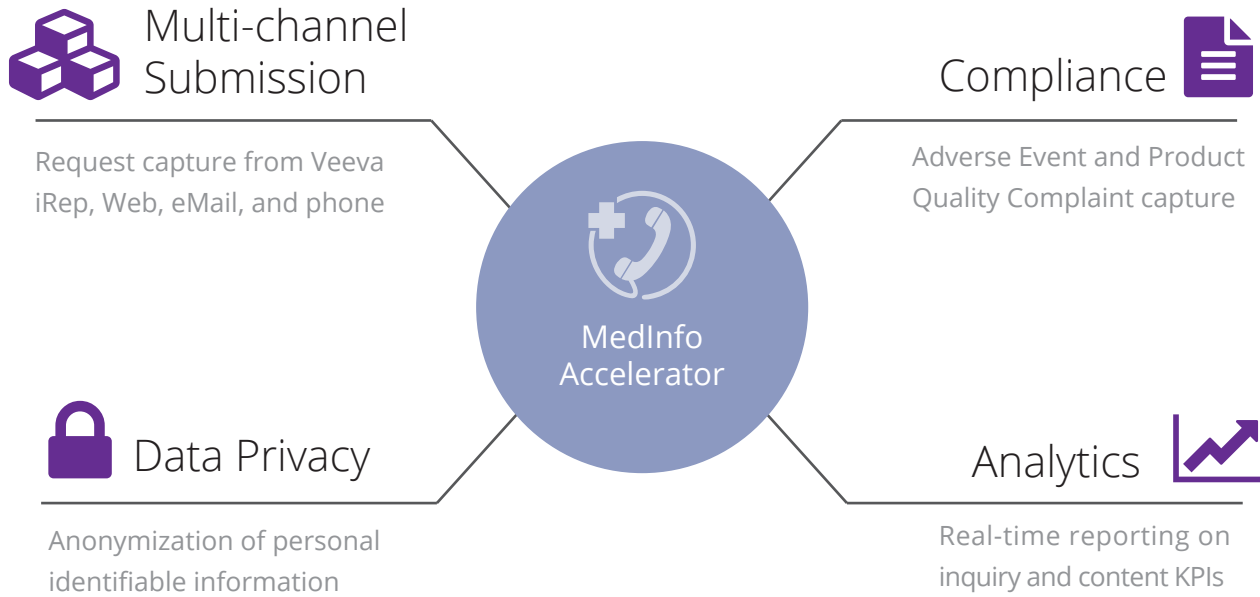
Mavens Consulting

Chicago, USA | Manchester, UK

The Mavens MedInfo Accelerator integrates with Veeva Vault to provide a best of breed global platform for inquiry and content management.



Traditional medical information contact centers have evolved beyond headsets and phone calls. Evolving technology enables consumers and HCPs to interact with manufacturers through multiple channels including email, live chat, web portals, and mobile apps.



The Mavens MedInfo Accelerator is a Salesforce Service Cloud solution tailor-made for global Healthcare and Life Sciences contact centers. Built with best-of-breed technologies, our Accelerator optimizes medinfo processes, enabling higher quality and faster delivery of approved responses. Pharmaceutical companies can better serve HCPs, consumers, and field force team members, as well as gain added visibility into customer activities across multiple channels to gauge customer interests beyond direct interactions.

Mavens is focused exclusively on crafting Salesforce and Veeva solutions for Health and Life Sciences companies. Mavens brings an in-depth knowledge of the entire Veeva product suite, deep technical expertise with the Salesforce1 platform, and unparalleled global industry experience that results in practical, tailored solutions.



Mavens Consulting

The life sciences industry's premier salesforce.com implementation partner



2014 recipient of salesforce.com PARTNER INNOVATION AWARD

Features include:

Veeva Vault Integration	Salesforce Knowledge Integration
Veeva CRM and iRep Integration	Optimized HCP and Content Searching
Multi-Channel Submission	Adverse Event and Product Quality Complaint Capture
Custom Scratchpad for Agent Notes	Customer Insights and Product Insights Reporting
Customizable, Templated Email Response	Multiple Requests via a Single Interaction
Customer Data Privatization	Case Compliance for Audit Tracking

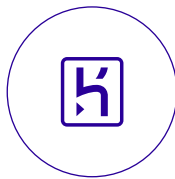
Extending Veeva with ...



Salesforce1



ExactTarget



Heroku

Buy and Build Solution - Best of Both Worlds

Mavens is a leading salesforce.com implementation partner and was the first Veeva implementation partner. Mavens is focused exclusively on pharmaceutical and biotech companies and has built a suite of 'Accelerators' which are pre-built software solutions designed to meet a majority of functional requirements out of the box. Mavens will complete the implementation by configuring the solution to meet a client's specific requirements. This enables clients to get up and running faster, with lower risk and lower cost, yet still get a solution tailored to their needs.

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