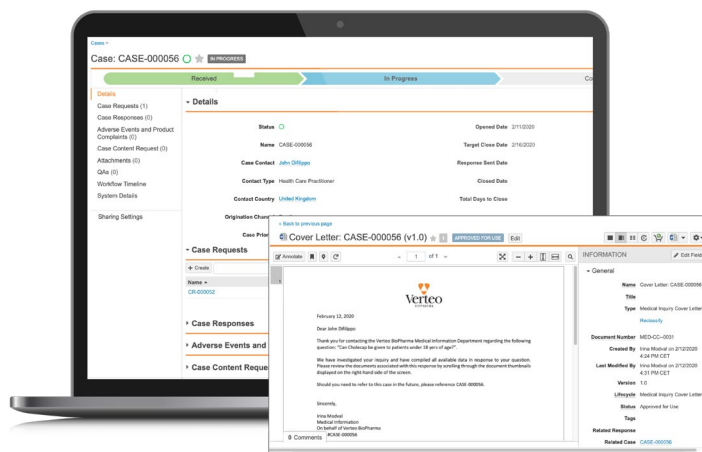


Veeva Vault MedComms

Medical Inquiry Management

Modern medical inquiry management for efficient scientific communication.



Vault MedComms helps you communicate medical information efficiently with centralized case and response management in one single source of truth. From creation and approval through delivery and fulfillment, it is the modern and cloud-based solution for managing global medical information.



COMPLETE



CONNECTED



MODERN

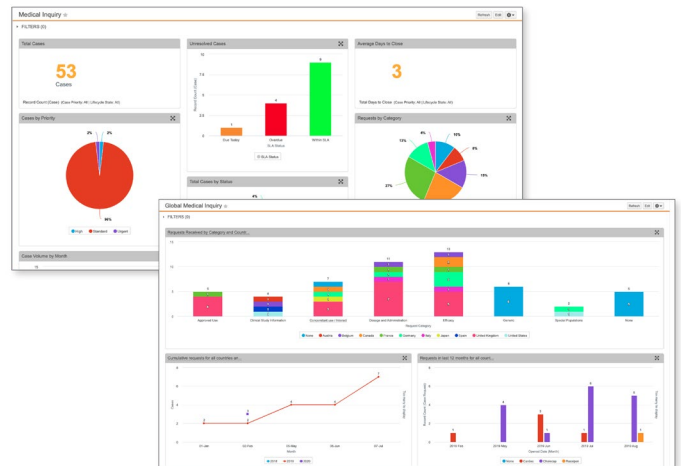
Benefits

- **Complete:** A single solution that supports the end-to-end medical inquiry process. It eliminates the need for multiple systems and integrations.
- **Connected:** Unifies your scientific content and medical inquiries with Veeva Medical CRM, leveraging data to enable qualitative measures and strategic insights.
- **Modern:** Cloud-based system grows and evolves with your business needs. It delivers access to the latest innovations through regular updates while also eliminating IT maintenance and burdens.

Features

Capabilities

- Inquiry intake and case management
- Case contact management
- Case assignment and escalation
- Response package and cover letter generation
- Email response fulfillment
- Adverse event and product quality complaint capture and forwarding
- Response content management:
 - Custom requests
 - Tracking, review, and approval
 - Authoring, tagging, and categorization
 - Searching
 - Sharing and localization



Case management

Intake inquiries from multiple channels, manage important case details, assign or escalate cases, manage case priorities and workload in line with SLAs or SOPs.



Adverse Event Capture

Capture data related to an adverse event as part of a medical inquiry case and export to pharmacovigilance/safety system following E2B R3 guidelines.



Response package generation

Inquiry fulfillment, including assembly and publishing of response packages, as well as managing response components.



Compliance

Restrict document download or limit access time to maintain compliance and control per company-specific SOP.



Automated cover letter and email response personalization

Leverage pre-configured cover letter and email templates for maximum efficiency and consistency.



Medical insights

Easy-to-use, detailed dashboards and reports allow real-time progress tracking across the entire medical information lifecycle – from operational metrics, such as case volumes and response times, to strategic measures, such as trending topics and most utilized fulfillment documents.



Response fulfillment

Email responses can be sent directly from Vault MedComms without the need for an external email client.



Connected medical ecosystem

Vault MedComms supports access to a wider medical ecosystem with an open, published Vault API to let customers easily integrate with complementary solutions, such as quality and safety systems. In addition to exporting data from Vault MedComms into these other systems, the Vault API also allows users of external systems to interact with content and data that resides in Vault MedComms.



Controlled content distribution

Response documents are shared by a secure link that controls access and expiration. Ensure your content is always current and approved.