PRODUCT SHEET

Veeva Clinical Operations

Veeva Clinical Operations unifies clinical systems and processes on a single cloud platform to enable end-to-end trial management.

Clinical Operations applications share a common data model, which allows for the consolidation of clinical operations applications in one Vault.

Veeva eTMF is the leading trial master file application used to ensure the quality, timeliness, and completeness of a TMF.

Veeva CTMS is an enterprise trial management system that provides end-to- end study management and monitoring capabilities.

Veeva Payments tracks and manages payments to research sites.

Veeva Study Startup manages the start-up activities of a trial, including feasibility, qualification, and activation of research sites

Veeva RTSM is used by sponsors, CROs, and sites on clinical trials to randomize patients and manage trial supplies.

Veeva Site Connect provides one application for sites and sponsors to work together. It simplifies the flow of information during start-up, execution, and closeout.

Veeva Study Training manages GCP and study-specific training for research sites, CROs, and sponsor personnel.

Veeva Disclosures manages the sharing of study registrations and results disclosures with public registries.

Veeva OpenData Clinical provides accurate, compliant data about global investigators and research sites.

PRODUCT	ANNOUNCED	STATUS	CUSTOMERS
Veeva eTMF	2012	Very Mature	100+
Veeva CTMS	2016	Very Mature	100+
Veeva Payments	2020	Early	11–50
Veeva Study Startup	2015	Mature	11–50
Veeva RTSM	2010	Mature	51–100
Veeva Site Connect	2020	Mature	11–50
Veeva Study Training	2022	Mature	11–50
Veeva Disclosures	2023	Early	1–10
Veeva OpenData Clinical	2023	Early	1–10

PRODUCT SHEET

Veeva eTMF

eTMF is the leading trial master file application used to ensure the quality, timeliness, and completeness of a TMF. It provides full enterprise content management capabilities for upload, version control, QC/ approval, and real-time co-authoring with Microsoft Office for study documents such as consent forms. eTMF is highly efficient and supports global outsourcing.

Completeness and timeliness are managed through Expected Document Lists (EDLs). Content files are auto-classified and matched automatically to EDLs.

Risk-based document QC streamlines the document quality control process by assigning a risk level to each document type and applying a specific sampling percentage. When a new document is added to a workflow, the system automatically determines whether a quality check is required, providing traceability to support the audit trail.

The TMF Transfer feature simplifies exchange between sponsors and CROs by sending completed TMFs at study close.

Announced	2012
Status	Very Mature
Customer type	Enterprise Pharma, Biotech, CRO, MedTech, Consumer Health
Customers	100+
Platform	Veeva Vault
Integrations	Lives with CTMS, Study Startup, Site Connect, Disclosures Connected with Study Training, Submissions, Safety

PRODUCT SHEET

Veeva CTMS

CTMS is an enterprise trial management system that provides end-to-end study management and monitoring capabilities for insourced and outsourced trials.

Dashboards and reports track key indicators, including enrollment and milestones, with drill-down to take action. Monitoring visit reports support automation and dynamic question branching. Trip reports are automatically filed within eTMF. Issues and Protocol Deviations are logged as needed and routed through resolution workflows to ensure closure. CTMS Transfer automates the daily transfer of data between CROs and sponsors using Veeva CTMS.

CTMS is connected with EDC to support enrollment, monitoring, payments, and navigation to casebooks directly from within CTMS. Investigator interactions synchronize with CRM for a 360-view.

Announced	2016
Status	Very Mature
Customer type	Enterprise Pharma, Biotech, CRO, MedTech, Consumer Health
Customers	100+
Platform	Veeva Vault
Integrations	Lives with eTMF, Payments, Study Startup, Site Connect, Disclosures Connected with RTSM, Study Training, EDC, Safety, Regulatory, CRM

PRODUCT SHEET

Veeva Payments

Payments tracks and manages payments to research sites.

Payment specialists define fee schedules to track payable activities such as visits and procedures. Advanced features such as advances, holdbacks, limits, invoices, and split payments are supported. Payment requests automatically generate as payable activities, which are tracked to completeness to ensure timely payment.

Payments is usually integrated with an accounts payable system for funds transfer.

Announced	2020
Status	Early
Customer type	Enterprise Pharma, Biotech, CRO, MedTech
Customers	11–50
Platform	Veeva Vault
Integrations	Requires CTMS Lives with eTMF, CTMS, Site Connect Connected with EDC

PRODUCT SHEET

Veeva Study Startup

Study Startup manages the start-up activities of a trial, including feasibility, qualification, and activation of research sites.

Feasibility surveys are sent to research sites during the site selection phase. Sites are automatically scored based on their response, and those selected are routed into the site activation process.

Study Startup drives site activation through standard tasks and milestones. These are controlled through provided and flexible country intelligence templates that specify the processes and documentation required before activating a site.

Information is collected, tracked, and presented in dashboard views to deliver visibility of start-up progress and timelines.

Announced	2015
Status	Mature
Customer type	Enterprise Pharma, CRO
Customers	11–50
Platform	Veeva Vault
Integrations	Requires eTMF Lives with eTMF, CTMS, Site Connect, Disclosures

PRODUCT SHEET

Veeva RTSM

RTSM is used by sponsors, CROs, and sites on clinical trials to randomize subjects and manage trial supplies.

Sites log in to Veeva RTSM to record screening, randomize subjects, get kit assignments, and perform emergency unblinds (as needed). RTSM ensures that sites have all the supplies needed at the right time through either basic or predictive supply algorithms. Productized connections transfer patient data to Veeva EDC and screening, randomization, and visit data to Veeva CDB.

Veeva RTSM is implemented, managed, and fully supported by Veeva.

Announced	2010 (acquired in 2021)
Status	Mature
Customer type	Enterprise Pharma, Biotech, Consumer Health, MedTech, CRO
Customers	51–100
Platform	Application-specific
Integrations	Connected with EDC, CDB, CTMS

PRODUCT SHEET

Veeva Site Connect

Site Connect allows sponsors and research sites to collaborate on a trial by automating the flow of information to and from sites during start-up, execution, and closeout.

Information flow includes protocols, essential document packages, study communications, safety reports, and payment letters. Required media is sent on closeout, including completed CRFs. Information sent and received is automatically filed in eTMF.

Research sites manage tasks, documents, and data in Site Connect. Optionally, sites can connect their SiteVault for enhanced functionality.

Announced	2020
Status	Mature
Customer type	Enterprise Pharma, Biotech, CRO, MedTech
Customers	11–50
Platform	Veeva Vault
Integrations	Requires eTMF Lives with eTMF, CTMS, Study Startup, Payments Connects with SiteVault (optionally)

PRODUCT SHEET

Veeva Study Training

Study Training manages GCP and study-specific training for research sites, CROs, and sponsor personnel. It provides document, video, and SCORM/AICC training, in addition to quizzes and classroom capabilities based on curricula and training requirements.

Teams can create a protocol-specific training curriculum, which automatically assigns training based on a user's role, responsibilities, and location. Completed training is documented automatically in an inspection-ready format for study teams and CRAs to leverage.

Study Training connects to eTMF to eliminate the need to manually capture study and site information.

Announced	2022
Status	Mature
Customer type	Enterprise Pharma, Biotech, CRO, MedTech
Customers	11–50
Platform	Veeva Vault
Integrations	Requires eTMF Connected with eTMF, CTMS, Study Startup

PRODUCT SHEET

Veeva Disclosures

Disclosures manages the sharing of study registrations and results disclosures with registries. It supports the entire process, including capture, review, workflow, approval, reporting, and XML generation and submission.

Pre-configured registry rules make it easy for users to comply with regulatory requirements. Automated alerts for changes in study data and milestones keep users informed about important tasks and prompt them to take action. Automatic filing of disclosure documents in eTMF helps generate proof of submission. Reports and dashboards provide visibility into global submission status, operational progress, and key metrics.

Disclosures uses data from eTMF, CTMS, and Study Startup, eliminating third-party integrations and manual entry.

Announced	2023
Status	Early
Customer type	Enterprise Pharma, Biotech, CRO, MedTech
Customers	1–10
Platform	Veeva Vault
Integrations	Requires eTMF and CTMS Lives with eTMF, CTMS, Study Startup

PRODUCT SHEET

Veeva OpenData Clinical

OpenData Clinical provides accurate, compliant data about global investigators and research sites. It automatically updates data in a customer's Clinical Operations Vault, preventing duplicates and supporting more efficient trial execution. OpenData Clinical also enables clean reporting and integration via a common ID that connects with other systems, like CRM.

Data is available through a standard OpenData user interface or via API with daily updates.

The data from OpenData Clinical is visible in a customer's Clinical Operations Vault and benefits all of the following products: eTMF, CTMS, Payments, and Study Startup.

Announced	2023
Status	Early
Customer type	Enterprise Pharma, Biotech, CRO, MedTech
Customers	1--10
Platform	Veeva Vault
Integrations	Lives with eTMF, CTMS, Payments, Study Startup