Product Sheets

VEEVA DEVELOPMENT CLOUD

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- Veeva AI for Safety

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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 manages site contracting and payment tracking for sponsors and CROs.

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

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.

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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 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, OpenData Clinical Connected with Study Training, Submissions, Safety

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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. Clinical 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, OpenData Clinical Connected with RTSM, Study Training, EDC, Safety, Regulatory, CRM

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PRODUCT SHEET

Veeva Payments

Payments manages site contracting and payment tracking for sponsors and CROs.

Create, negotiate, and approve Clinical Trial Agreements (CTAs) from historical data and templates. Convert approved site costs into fee schedules and trigger payments from CTMS milestones and EDC data. Generate payment requests from payable activities and track completeness to ensure timely payment.

Payments is often 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

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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 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

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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)

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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, Site Connect

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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 and CTMS, 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

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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

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PRODUCT SHEET

Veeva Clinical Data

Veeva Clinical Data brings together the core data collection and processing capabilities needed for a trial.

The clinical data applications are integrated, allowing data to be aggregated into a single clinical database for management and cleaning.

Veeva EDC is an electronic data capture application for sponsors to collect patient data from sites and ensure its quality.

Veeva DQS is a central environment to manage all trial data and automate aggregation, reconciliation, and review workflows across the clinical ecosystem.

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

Veeva eCOA captures questionnaire responses from patients, caregivers, and clinicians using an app or webpage, and provides sponsors an easy way to build surveys and distribute to sites.

PRODUCT	ANNOUNCED	STATUS	CUSTOMERS
Veeva EDC	2016	Very Mature	100+
Veeva DQS	2018	Mature	51–100
Veeva RTSM	2010	Mature	51–100
Veeva eCOA	2022	Mature	51–100

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PRODUCT SHEET

Veeva EDC

Electronic Data Capture (EDC) provides an end-to-end environment to collect, review, and process site-reported patient trial data.

During study start, EDC is used to design participant Case Report Forms and quality control checks.

During study execution, EDC collects all patient form data, local labs, and medical coding. Quality controls include querying, targeted source data verification (SDV), and protocol deviations.

During study close, EDC provides data lock and post-processing features, including automatic end-of-study media creation and archiving.

Announced	2016
Status	Mature
Customer type	Enterprise Pharma, Biotech, Consumer Health, MedTech, CRO
Customers	100+
Platform	Veeva Vault
Integrations	Connected with DQS, RTSM, eCOA, CTMS, eTMF, Payments, Safety

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PRODUCT SHEET

Veeva DQS

Veeva DQS provides a central environment to manage all trial data, automate workflows, and orchestrate review across the clinical ecosystem. The system automatically aggregates, reconciles, and cleans data from multiple sources—including EDCs, RTSM, eCOA, labs, imaging, and more—to provide a harmonized data package for downstream use.

Data managers use DQS to create and manage queries, protocol deviations, and communications with data providers across all sources. The system automates data actions, including change detection and the creation or closure of queries and protocol deviations. Cross-functional teams collaborate on data review in real-time, while oversight teams monitor study health via interactive dashboards.

Announced	2018
Status	Mature
Customer type	Enterprise Pharma, Biotech, Consumer Health, MedTech, CRO
Customers	51–100
Platform	Veeva Vault
Integrations	Requires EDC (Veeva or third party) Connected with EDC, eCOA, RTSM

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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 Veeva eCOA, site information and status from Veeva CTMS, and screening, randomization, and visit data to Veeva DQS.

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, DQS, CTMS, eCOA

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PRODUCT SHEET

Veeva eCOA

eCOA (electronic Clinical Outcome Assessments) captures questionnaire responses directly from clinical trial patients (ePRO), clinicians (eClinRO), or patient caregivers (eObsRO) using an app or webpage.

Sponsors manage the eCOAs through their own interface, and a central library allows them to reuse eCOAs across all their studies.

Sites have a simple access point to manage their participants and can review eCOA data and adherence.

Patients and caregivers complete the questionnaires using MyVeeva for Patients (native application or web), where they can also access other activities like consent or virtual visits. Once complete, the data flows back into the sponsor's environment.

Announced	2022
Status	Mature
Customer type	Enterprise Pharma, Biotech, MedTech, CRO
Customers	51–100
Platform	Veeva Vault
Integrations	Connected with MyVeeva for Patients, DQS, RTSM, CTMS, and eTMF

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PRODUCT SHEET

Veeva RIM

Veeva RIM unifies regulatory systems and processes on a single cloud platform to enable end-to-end submission and registration management.

RIM applications share a common data model, which allows for regulatory business functions to run in one Vault.

Veeva Registrations plans, tracks, and reports on global health authority product registrations and associated changes.

Veeva Submissions is a content management application used to plan, author, review, and approve regulatory submissions.

Veeva Submissions Publishing produces compliant published submissions ready to send to global health authorities.

Veeva Submissions Archive provides storage, navigation, and search of submitted regulatory applications and related correspondence and questions.

PRODUCT	ANNOUNCED	STATUS	CUSTOMERS
Veeva Registrations	2015	Mature	100+
Veeva Submissions	2013	Very Mature	100+
Veeva Submissions Publishing	2017	Mature	51–100
Veeva Submissions Archive	2015	Mature	100+

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PRODUCT SHEET

Veeva Registrations

Registrations allows sponsors to plan, track, and report on global product registrations along with health authority correspondence and commitments.

Events provide the ability to manage product changes, from the initial assessment of the proposed change through submission creation, health authority interactions, and final registration update. Label changes can be tracked and managed at both the global and local level. Registrations also produces compliant product data output (e.g., xEVMPD and IDMP) for EU regulations.

Dashboards and reports allow personnel to track the progression of change events and provide an understanding of product registration locale.

Announced	2015
Status	Mature
Customer type	Enterprise Pharma, Biotech, CDMO, MedTech, Consumer
Customers	100+
Platform	Veeva Vault
Integrations	Lives with Submissions, Submissions Publishing, Submissions Archive Connected with QMS

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PRODUCT SHEET

Veeva Submissions

Submissions is a content management application used to plan, author, review, and approve regulatory documents. It provides full enterprise content management capabilities for creation, version control, approval, and real-time co-authoring for all submission-related documents. With content planning capabilities, users can build a submission outline and automatically match documents to the outline.

Clinical and non-clinical reports can be built and published using Report Level Content Plans. Dashboards and reports allow submission managers to track the status of each document in real-time.

Announced	2013
Status	Very Mature
Customer type	Enterprise Pharma, Biotech, CRO, CDMO, MedTech, Consumer
Customers	100+
Platform	Veeva Vault
Integrations	Lives with Registrations, Submissions Publishing, Submissions Archive Connected with eTMF, PromoMats

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PRODUCT SHEET

Veeva Submissions Publishing

Submissions Publishing generates electronic submissions for global health authorities. Veeva releases new templates and validation criteria to keep up with evolving regulations. Submissions Publishing leverages content plans created earlier in the lifecycle to start the publishing process as soon as individual documents are finalized.

Users can automatically create internal and external hyperlinks to connect references in the text. They publish submissions directly to health authorities from Vault, in markets where allowed.

Dashboards and reports allow publishers to track each submission component as it progresses from authoring to completion.

Announced	2017
Status	Mature
Customer type	Enterprise Pharma, Biotech, CDMO, MedTech, Consumer
Customers	51–100
Platform	Veeva Vault
Integrations	Lives with Registrations, Submissions, Submissions Archive Requires Submissions, Submissions Archive

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PRODUCT SHEET

Veeva Submissions Archive

Submissions Archive is a global, secure repository of submission published output. It functions as the authoritative source of applications submitted to health authorities.

Submissions Archive includes a viewer that supports all electronic and paper formats, with PDF link navigation provided for electronic formats. Users can view submissions and health authority correspondence alongside all previously submitted applications.

The embedded document viewer provides visibility into each document in the structure.

The Active Dossier feature displays the submission components that are currently active for any product / market combination.

Announced	2015
Status	Mature
Customer type	Enterprise Pharma, Biotech, CRO, CDMO, MedTech, Consumer
Customers	100+
Platform	Veeva Vault
Integrations	Lives with Registrations, Submissions, Submissions Publishing

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PRODUCT SHEET

Veeva Safety Suite

Safety Suite of applications operate as a unified pharmacovigilance system on a single cloud platform to maximize operational efficiencies and improve patient safety.

Safety applications share a common data model which enables the end-to-end management of safety processes.

Veeva Safety is a global safety case intake, processing, and reporting system.

Veeva SafetyDocs manages safety-related content and processes including the pharmacovigilance master file, pharmacovigilance agreements, risk management plans and risk minimization measures, aggregate reports, and safety signal investigations.

Veeva Safety Workbench is an advanced reporting tool designed for handling large volumes of data and complex analyses.

Veeva Safety Signal is for signal detection using statistical methods on data from Veeva Safety and standard industry sources. Signal detection activities can be tracked and automated using alerts and workflows.

Veeva AI for Safety includes deep industry-specific agents embedded in Veeva Safety to improve productivity and operational efficiency. Initial agents and capabilities include:

- **Case Intake Agent** automates data extraction from unstructured and semi-structured intake sources. It highlights the extracted data for easy verification and flags anomalies, supporting human-in-the-loop.
- **Case Narrative Agent** enhances narratives by generating more natural, easy-to-read content and producing structured summaries that can be leveraged across other use cases. Rules-based narrative is recommended but not required to use with the Case Narrative Agent.
- **Veeva AI Chat** is a conversational user interface for direct and secure interaction with safety data to support day-to-day activities.

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PRODUCT	ANNOUNCED	STATUS	CUSTOMERS
Veeva Safety	2019	Mature	51–100
Veeva SafetyDocs	2019	Mature	11–50
Veeva Safety Workbench	2023	Early	1–10
Veeva Safety Signal	2023	Early	1–10
Veeva AI for Safety	2025	Early	1–10

PRODUCT SHEET

Veeva Safety

Safety is a modern individual case safety report (ICSR) management system that manages the intake, processing, and submission of adverse events for clinical and post-marketed products.

Within one system, sponsors and CROs process and manage global and domestic adverse events for drug, biologic, vaccine, device, and combination products. Built-in gateway connections and reporting rules streamline submissions to health authorities and distributions to partners.

Central coding dictionary management automates semi-annual MedDRA, WHODrug, and EDQM updates.

Announced	2019
Status	Mature
Customer type	Enterprise Pharma, Biotech, CRO
Customers	51–100
Platform	Veeva Vault
Integrations	Lives with SafetyDocs Connected with Clinical Operations, EDC, RIM, Quality, and MedInquiry

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PRODUCT SHEET

Veeva SafetyDocs

SafetyDocs manages pharmacovigilance-related content and processes. It provides solutions for the management of pharmacovigilance system master files (PSMF), pharmacovigilance agreements (PVAs), risk management plans (RMPs) and additional risk minimization measures (aRMMs), aggregate reports, and safety signal investigations.

Announced	2019
Status	Mature
Customer type	Enterprise Pharma, Biotech, CRO
Customers	11–50
Platform	Veeva Vault
Integrations	Lives with Safety

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PRODUCT SHEET

Veeva Safety Workbench

Safety Workbench is a reporting and analytics application that requires Veeva Safety. It is powered by Amazon Redshift and reloads the full Safety dataset nightly in a fast, consistent, and reliable way. With no complex ETL processes to manage, implementations can be completed within three months.

With over 100 standard periodic and operational reports available, users can run, extend, and dynamically filter these reports to meet compliance and operational oversight needs.

Ad-hoc reports and dashboards provide the flexibility to generate complex formats, outputs, and deep analytics insights.

Announced	2023
Status	Early
Customer type	Enterprise Pharma
Customers	1–10
Platform	Veeva Vault
Integrations	Requires Veeva Safety

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PRODUCT SHEET

Veeva Safety Signal

Safety Signal is a signal detection solution that requires Veeva Safety. It is powered by Amazon Redshift and reloads the full Safety dataset nightly in a fast, consistent, and reliable way. Common data sources such as FAERS, VAERS, and EVDAS are curated and loaded regularly.

Users can schedule or perform ad-hoc signal calculations using industry-standard disproportionality methods to detect, assess, and manage potential safety signals. Configurable alerts and automated workflows help prioritize the review of statistically significant findings.

Signal detection can also be configured directly within Veeva Safety during case processing to generate alerts when cases meet defined key criteria.

Announced	2023
Status	Early
Customer type	Enterprise Pharma
Customers	1–10
Platform	Veeva Vault
Integrations	Requires Veeva Safety

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PRODUCT SHEET

Veeva AI for Safety

Deep industry-specific agents embedded in Veeva Safety that operate within regulated workflows. Agents can be configured or extended by customers and partners.

Veeva AI for Safety Agents accelerate case processing while improving productivity and accuracy. Application-specific prompts, built-in safeguards, and deep workflow context improve oversight and compliance.

- **Case Intake Agent** automates data extraction from unstructured and semi-structured intake sources. It highlights the extracted data for easy verification and flags anomalies, supporting human-in-the-loop.
- **Case Narrative Agent** enhances narratives by generating more natural, easy-to-read content and producing structured summaries that can be leveraged across other use cases. Rules-based narrative is recommended but not required to use with the Narrative Agent.
- **Veeva AI Chat** is a conversational user interface for direct and secure interaction with safety data to support day-to-day activities.

Announced	2025
Status	Early
Customer type	Enterprise Pharma, Biotech
Customers	1–10
Platform	Veeva Vault
Integrations	Requires Veeva Safety

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