

**HCL**

# Veeva R&D

## implementation, lifecycle & support

Making a world of difference around the globe



## Veeva experience center and R&D IT development & support

### Realize the potential of your Veeva application and enhance user adoption

Working with 80% of the world's top pharmaceutical companies in 175 countries, HCL Technologies has the knowledge, expertise, and resources to enable rapid adoption of the Veeva applications. Our single point of contact experience centers ensures that users realize the full value of Veeva's solutions.

#### Veeva premiere partner



Global Veeva Experience Center  
65,000+ end users



Instructional Design,  
Coaching & Training Delivery



60,000+  
Users Trained



Mobile Hardware  
Services



150+  
Veeva Certifications



19,000+  
Ideapreneurs in Life  
Sciences & Medical Devices



85+  
Life Sciences & Medical  
Devices Customers Worldwide



Tier I, II, III  
Application Support,  
Integrations & Implementations

#### Veeva partnership

HCL Technologies partners with Veeva to provide life sciences customers with comprehensive end-user experience center offerings for key clinical trial applications such as EDC, CTMS, and ePRO, investigator portals, LMS and IRT/IVRS. Our focus and experience in the life sciences industry, along with our holistic approach to the end-user experience, allow customers to realize the full advantage of Veeva's leading cloud-based solutions.

Our teams offer end-to-end services for Veeva: 24/7 support in more than 30 languages, end-user application support and training, iPad/iPhone services including user support, deployment, ongoing hardware, and mobile device management, project management, validation, and business analysis.

#### Veeva clinical suite

**(EDC, Coder, CDB, RTSM, Study Startup, eTMF, CTMS, Payments, Site Connect, eConsent)**

- Integrations with upstream and downstream R&D systems
- End-to-end document management
- Tier I, II and III integrated support
- Data management

#### Veeva quality management suite (QMS and quality documents)

- Project management, requirements management for Veeva QMS
- Integrations
- Tier I, II, and III integrated support
- Data management



### R&D IT support

- eClinical technologies
- Investigator portals
- Safety systems
- ePRO applications

### 360-degree experience center, deskside, and IT support

- Enterprise and business application support
- Data management
- Tier I, II, and III integrated support
- Hardware and software

### mHealth in clinical trials support

- One-stop-shop for complete mHealth enablement
- Veeva clinical suite (EDC, coder, CDB, RTSM, study startup, eTMF, CTMS, payments, site connect, eConsent) enablement
- Internet of things – medical device design
- Library of FDA approved biomarkers
- Device provisioning and support in the US, Europe, and Asia
- EHR/EMR integrations
- Patient health management platform
- Omni-channel patient support

### Medical device and diagnostics

- Regulatory document management
- DHF / DMF submissions, DHF/DMF remediation
- QMS consolidation
- Tier I, II, and III integrated support
- Data Management

### Remote hardware depot & kitting

- Workstation management
- Fulfillment services
- Kitting and hardware deployment
- Break/fix and asset management
- Provisioning of devices to clinical sites
- Depot locations in the US, Europe, and Asia an industry exclusive

**HCL Technologies life sciences deliver technology implementation, enablement, and support solutions through its 19000+ team across 52 countries, we provide formidable value to our clients.**

For any queries please reach out to [cs\\_marketing@hcl.com](mailto:cs_marketing@hcl.com)



HCL Technologies (HCL) empowers global enterprises with technology for the next decade today. Through its deep-domain industry expertise, customer-centricity and entrepreneurial culture of ideapreneurship™ enables businesses to transform into next-gen enterprises.

HCL offers its services and products through three lines of business - IT and Business Services (ITBS), Engineering and R&D Services (ERS), and Products & Platforms (P&P). ITBS enables global enterprises to transform their businesses through offerings in areas of Applications, Infrastructure, Digital Process Operations, and next generation digital transformation solutions. ERS offers engineering services and solutions in all aspects of product development and platform engineering while under P&P. HCL provides modernized software products to global clients for their technology and industry specific requirements. Through its cutting-edge co-innovation labs, global delivery capabilities, and broad global network, HCL delivers holistic services in various industry verticals, categorized under Financial Services, Manufacturing, Technology & Services, Telecom & Media, Retail & CPG, Life Sciences, and Healthcare and Public Services.

As a leading global technology company, HCL takes pride in its diversity, social responsibility, sustainability, and education initiatives. As of 12 months ending on June 30, 2022, HCL has a consolidated revenue of US\$ 11.79 billion and its 210,966 ideapreneurs operate out of 52 countries. For more information, visit [www.hcltech.com](http://www.hcltech.com)



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