Maximize the value of your Veeva Vaults investment

VEEVA CENTER OF EXCELLENCE

NNIT

Contents

Implementing Veeva Vaults requires substantial investments in terms of time, money, and resources. Maximizing the return on that investment should always be a priority.

— NNIT

A non-stop journey of innovation

As a recognized leading Veeva partner, we at NNIT have enabled life sciences companies of all sizes to realize the benefits of this flexible and adaptable platform. But implementing Veeva Vaults is just the beginning.

Using Veeva Vaults is a non-stop journey of innovation, with new opportunities to improve your business processes, shorten your time to market, and simplify data sharing with partners and authorities.
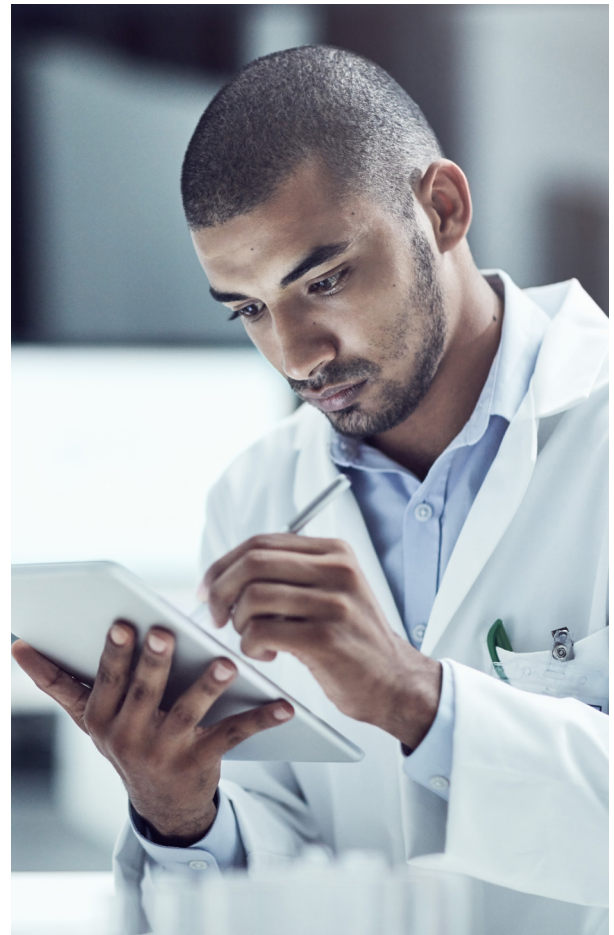
A multi-tenant SaaS solution like Veeva's is constantly evolving. Continuous new releases to keep up with the rapid pace of development can seem daunting, but they provide numerous opportunities for adding value to your business.

What does this mean for your organization?

- **Take action!**
  Ignoring updates is not an option. Mandatory updates impact your current configuration and your integrations, which means you need to secure your Veeva Vaults to stay validated.

- **Create a foundation for maximizing value** Build a solid foundation which allows you to review, evaluate and adopt new features with minimal effort.

- **Look ahead and plan accordingly**
  Veeva communicates upcoming changes well in advance, allowing you to plan and prepare.

All this is easier with the assistance of a partner like NNIT, who understand both the technical implications and your core business.

In this white paper, we explain how a Veeva Center of Excellence enables you to stay firmly in the driver's seat in your efforts to maximize the return on your Veeva Vault investment.

Maximize your business value with a Veeva Center of Excellence

A Veeva Center of Excellence enables you to support key business objectives, such as optimizing end-to-end business processes, freeing data from documents and silos, and enabling continuous innovation.

What is a Veeva Center of Excellence?

A Veeva Center of Excellence is a series of connected services which ensure that you have access to all the capabilities, methodologies and best practices needed to get the most out of your Veeva Vaults investment.

The exact composition depends on your business priorities and available resources. You may prefer to keep some services in-house or choose to have everything managed by a trusted partner like NNIT.

Maximize business value

Implementing Veeva Vaults requires substantial investments in terms of time, money, and resources. Maximizing the return on that investment should always be a priority.

**A few examples of
value-adding activities are:**

- removing barriers that prevent your organization from using Veeva Vaults effectively

- adopting new industry best practices

- monitoring for regulatory changes

- adjusting to changes in your application landscape

- ensuring sufficient user support and training to increase system usage and minimize ineffective processes and habits.

For instance, your Quality team could be spending hours manually copying data into Excel spreadsheets and using screenshots to document compliance.

With the right configuration and training, your team could instead generate a PDF report with all the relevant data at the push of a button and automatically distribute it internally and to relevant authorities and partners.

Ensure validation at all times

Without a well-structured and consistent release management process, your Veeva Vaults validation could be compromised after just a single release cycle.

Since many of the feature updates are mandatory and applied automatically, they will inevitably have an impact on your current configuration.

In one case, NNIT's consultants found more than 20 feature updates that affected validation in a client's Veeva Vaults solution that had been implemented just one year earlier.

The composition of NNIT's Veeva Center of Excellence

The services in NNIT's Veeva Center of Excellence are:

ENTRY SERVICES

Veeva ReCharge: get a fast and easy overview of what is required to get your Veeva Vaults back in control if you are uncertain about your validation status.

CORE SERVICES

Stay Validated: make sure your Veeva Vaults remain validated after each release.

Veeva Support: ensure that end-users' business requests and technical issues are handled efficiently through NNIT's global support setup.

ENHANCEMENT SERVICES

Business Life Cycle Management: fully align the implementation of configurable features with your business strategy.
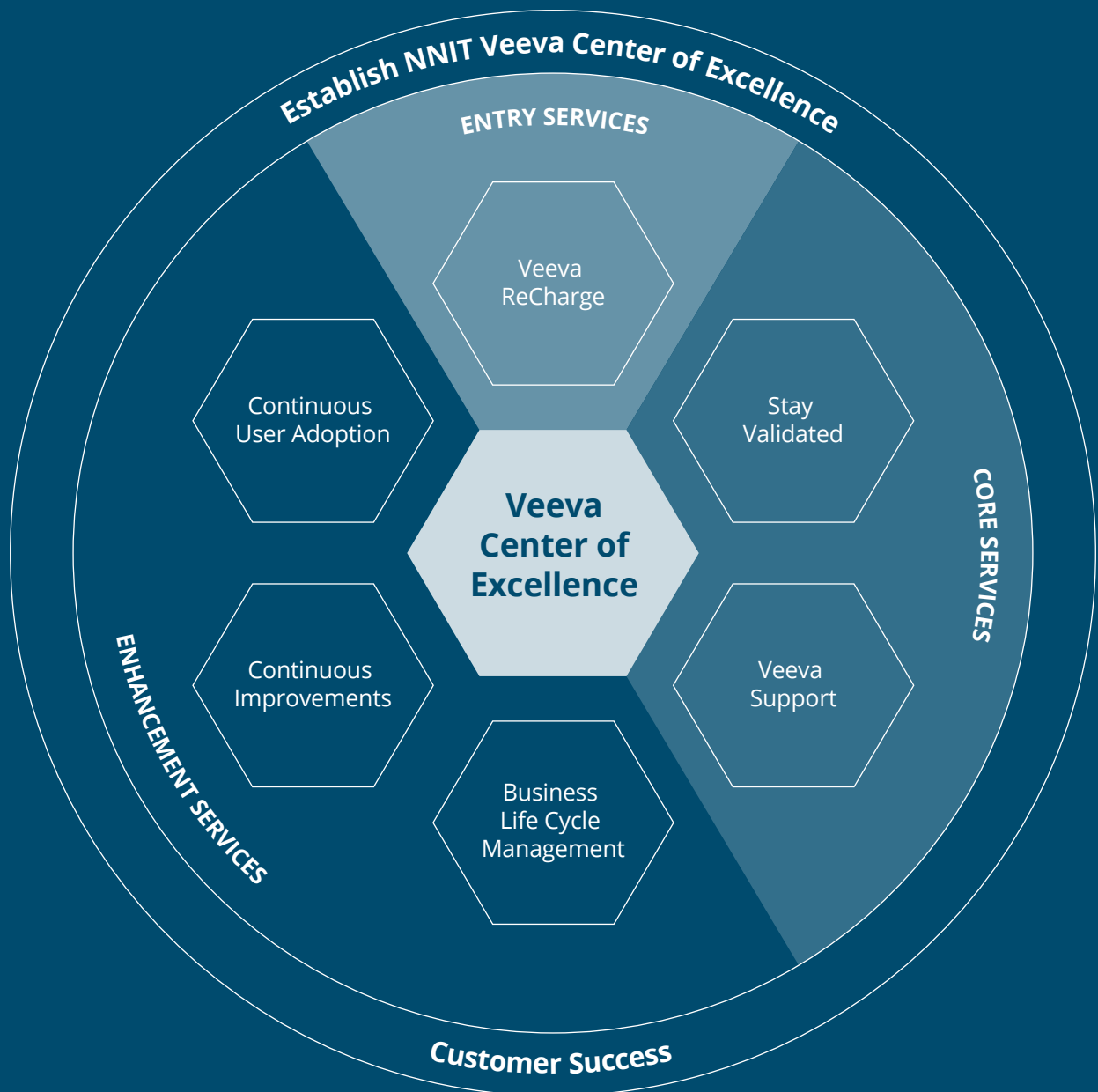
Continuous Improvements: implement your business roadmap and keep control of all changes to your Veeva Vaults.

Continuous User Adoption: create and maintain training materials and Veeva Vault SOPs to ensure correct end-user adoption of new Veeva functionalities.

Service model

NNIT's Veeva Center of Excellence is a series of connected services: entry services, core services, and enhancement services.

Establish NNIT Veeva Center of Excellence

ENTRY SERVICES

CORE SERVICES

ENHANCEMENT SERVICES

Customer Success

Veeva ReCharge

Continuous User Adoption

Veeva Center of Excellence

Stay Validated

Continuous Improvements

Veeva Support

Business Life Cycle Management
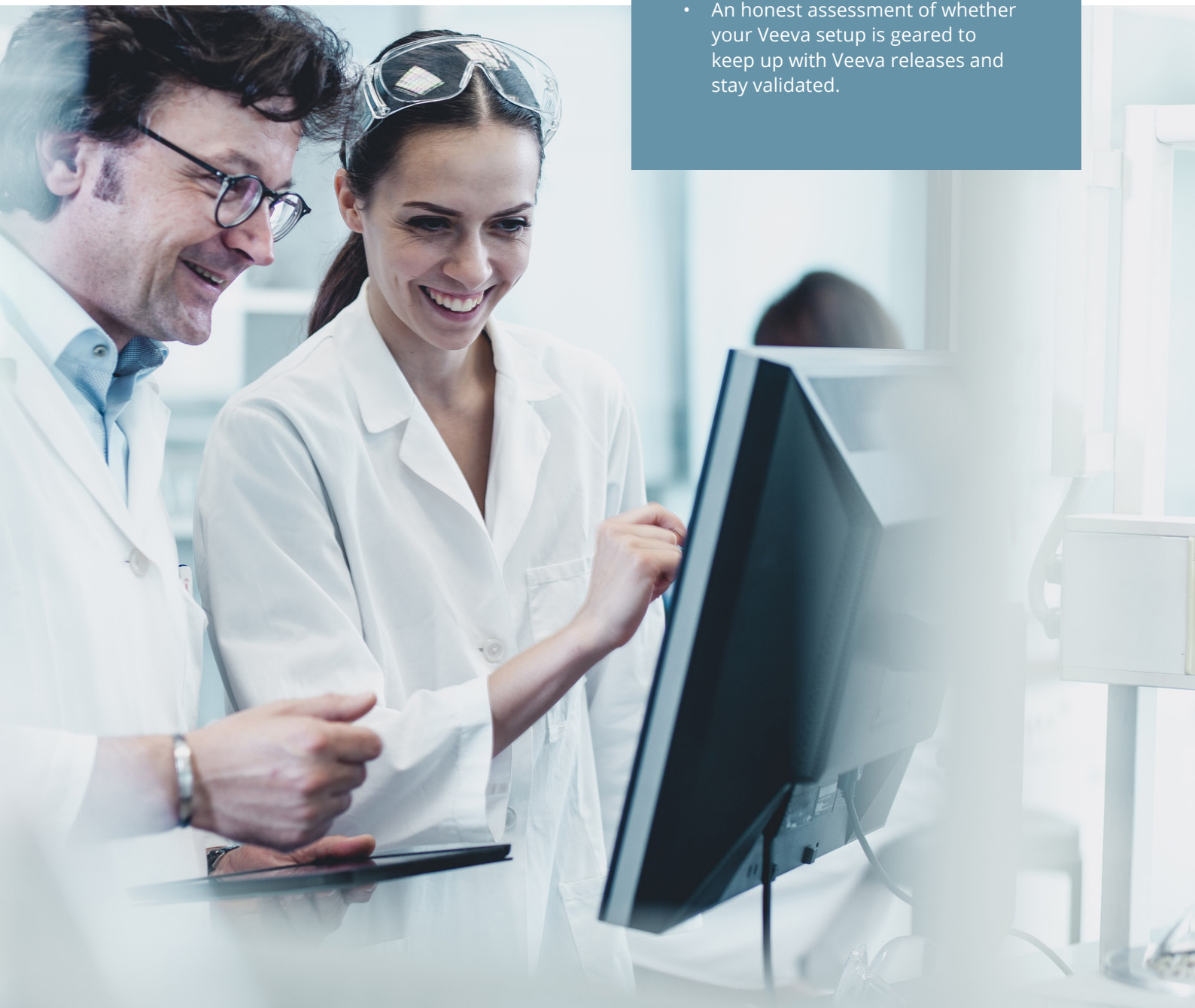
Get back on track

This service is designed for organizations who have already implemented Veeva Vaults but may have fallen behind on managing new releases and are unsure of their current validation status.

Veeva ReCharge

NNIT's Veeva ReCharge provides a swift overview of your current status and provides a clear roadmap for getting back to a validated state.

This includes:

- Comprehensive GAP assessment using robust and proven standards

- An implementation plan with high-level cost estimates

- An honest assessment of whether your Veeva setup is geared to keep up with Veeva releases and stay validated.

Keep everything running and validated

The Core Services of a Veeva Center of Excellence ensure that your Veeva Vaults operate smoothly and always stay validated.

Stay Validated

After implementation, both mandatory and optional features and updates must be tested and validated to ensure compliance. This requires a standardized methodology for efficiently handling all Vaults releases.

By utilizing the right tools, expert knowledge, and agile methodologies, you can streamline the validation of each feature implementation, significantly shortening the time from release to active use.
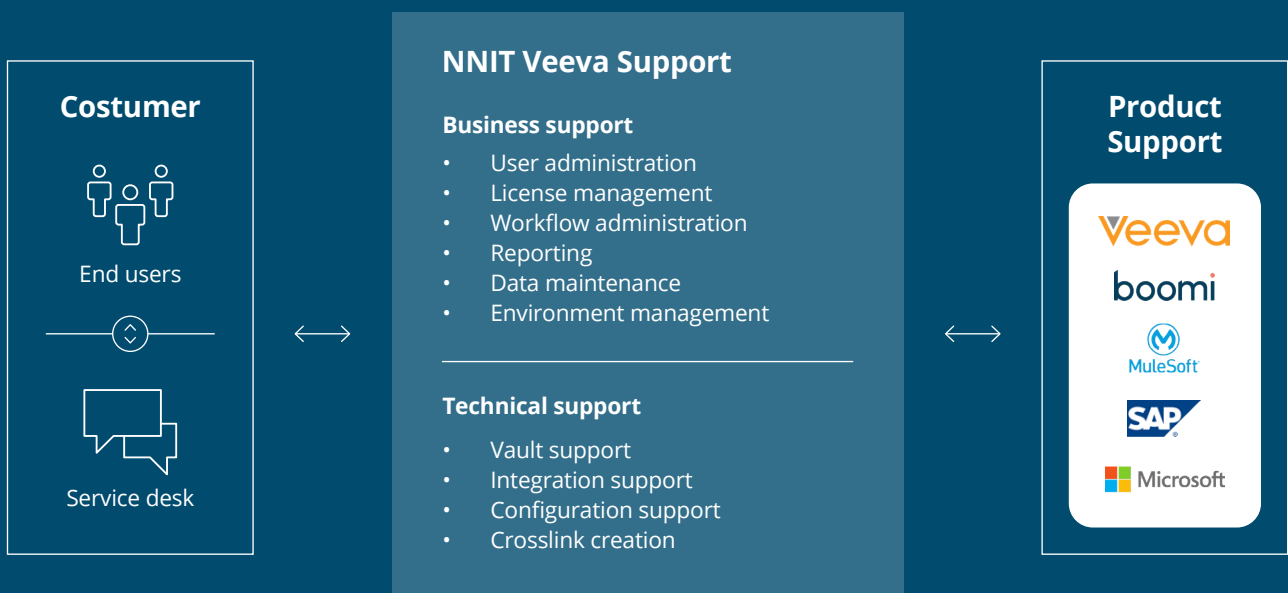
NNIT is able to provide automated testing services developed by certified Veeva consultants. These services act as an accelerator between each release cycle, dramatically simplifying the validation process and the resources needed.

Veeva Support

A dedicated support team specialized in assisting end-users and handling technical issues with Veeva Vaults is essential to keep day-to-day operations running smoothly.

By serving as an intermediary between your own service desk and Veeva's product support team, NNIT's Veeva support is able to efficiently handle most business and technical issues, freeing up resources and saving time.

NNIT has a global support setup which enables us to solve issues and tasks in a standardized manner, fueled by a strong knowledge base and best practices for all Veeva Vaults products.

Costumer

End users

Service desk

NNIT Veeva Support

Business support

- User administration
- License management
- Workflow administration
- Reporting
- Data maintenance
- Environment management

Technical support

- Vault support
- Integration support
- Configuration support
- Crosslink creation

Product Support

Veeva
boomi
MuleSoft
SAP
Microsoft

Enhance the value of your Veeva Vaults

The Enhancement Services in a Veeva Center of Excellence let you balance your business priorities, external factors and Veeva's planned releases to maximize the potential of your Veeva Vaults investment.

Simply keeping your Veeva Vaults running and validated is not enough to realize the full potential of your investment. That is why the Enhancement Services in a Veeva Center of Excellence are devoted to taking your Veeva Vaults to the next level.

A continuously updated strategic roadmap will ensure that you take active control of the situation, rather than react to external forces. Business proximity and a strong understanding of your industry and markets are vital to keep you moving in the right direction.

Business Life Cycle Management
This service provides continuous and proactive advice on the value of Veeva's configurable features to your business. Carefully aligned with your business strategy, NNIT's standardized assessment framework enables the optimal utilization of all relevant features, while constantly taking your specific business requirements into consideration.

Our approach gives you an exact implementation recommendation for each feature which takes into account:

- How does this update align with your business needs?
- What are the benefits?
- What effort is required to implement it?
- What impact will it have on your processes and organization?
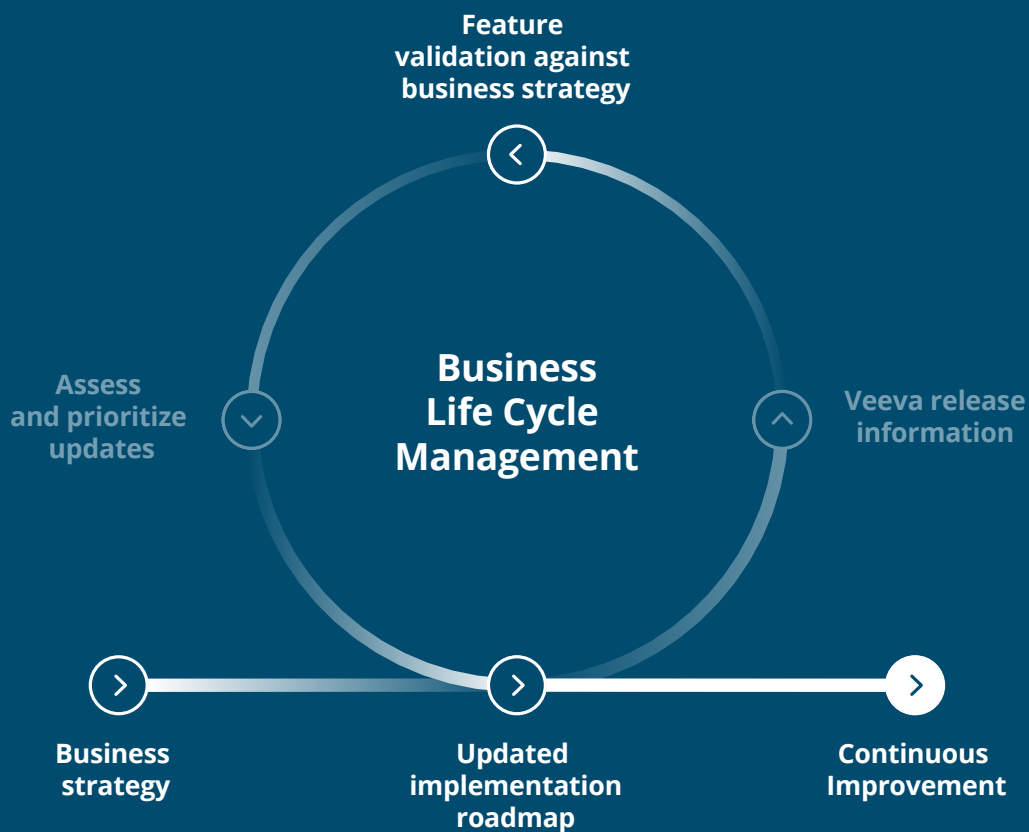- Any impact on keeping the Vault in a validated state?

The Business Life Cycle Management service provides an updated roadmap of Veeva features that can benefit your specific business.

Continuous Improvements

After each release, new configurable features are added to your backlog from the Business Life Cycle Management service.
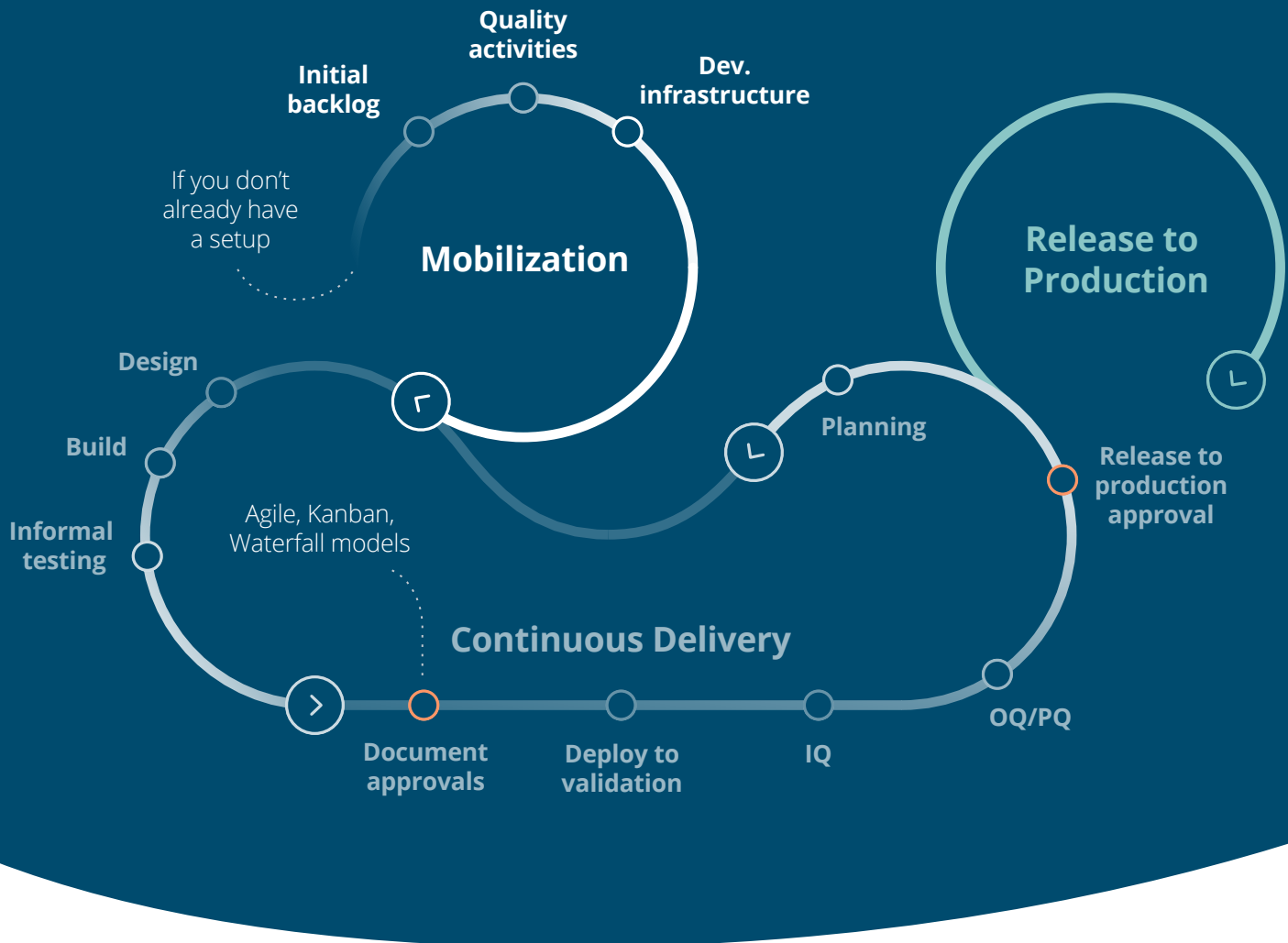
To maximize your Veeva Vaults investment and ensure continuous improvement, you need an organized and proactive approach in order to handle the backlog and ensure that features are implemented safely and efficiently.

Ideally, you want standardized governance procedures and tools for the assessment process and best practices for release management. This will enable your organization to effectively evaluate and act upon new releases while at the same time keeping a clear overview of all changes.

Feature
validation against
business strategy

Assess
and prioritize
updates

**Business
Life Cycle
Management**

Veeva release
information

Business
strategy

Updated
implementation
roadmap

Continuous
Improvement

Continuous Improvement Service

NNIT's Continuous Improvement Service secures that your business roadmaps get implemented while keeping control of any changes to your Veeva Vaults.

Quality activities

Initial backlog

Dev. infrastructure

If you don't already have a setup

Mobilization

Release to Production

Design

Build

Informal testing

Agile, Kanban, Waterfall models

Planning

Release to production approval

Continuous Delivery

Document approvals

Deploy to validation

IQ

OQ/PQ

This approach to releases and improvements allows you to execute sprint-like implementations of relevant new features and updates. It can be adapted to align with all ways of working, such as Agile, Kanban or Waterfall models.

Continuous User Adoption
The constant changes and updates to Veeva Vaults create the need for a structured approach to reviewing and updating training materials and Veeva Vaults SOPs.

This includes managing:

- Changes from Veeva auto-on features in every release
- Changes from customer releases
- Regulatory and business changes.

By following best practice standards for life sciences companies, you can ensure that all formal requirements are met.

Power up your Veeva Center of Excellence today

NNIT is a Veeva Premiere Services Partner within Development Cloud, and Europe's largest Veeva implementation partner. We are recognized as a leading Veeva service provider by independent parties such as Gens & Associates and Everest Group.

NNIT's Veeva Center of Excellence

We have built Veeva Center of Excellence to supplement and complement the Veeva standard implementation and post-go-live support processes. We work extensively with Veeva to ensure that our services and delivery teams are fully aligned in order to properly guide our customers.

Proven customer success

Every day, NNIT is helping life sciences customers succeed in maintaining and maximizing their investment in the Veeva ecosystem. These include EU and US customers working in fields such as RNAi therapeutics, rare diseases, cancer immunotherapies and companies providing services to CROs.

Examples include:

- Day to day user and license management
- Configuring new features
- Object and Picklist data creation and maintenance
- Managing workflows
- Creating reports and dashboards.

NNIT currently has more than...

- 100 certified Veeva Vaults professionals
- 250 experienced Veeva life sciences consultants
- 150 completed Veeva projects.

Contact us today to find out how NNIT's Veeva Center of Excellence can support and maximize your Veeva Vaults investment.

Nicholas B. Kjærgaard
Senior Application Manager & Veeva Partner Manager, Life Sciences Technology, NNIT

@: bnnk@nnit.com
T.: +45 3075 7630

Jakob Sassersen Hill
Associate Vice President, Life Sciences Technology, NNIT

@: jksa@nnit.com
T.: +42 0778546547

About NNIT

NNIT is an international consultancy in the development, implementation, validation and operation of IT for the life sciences industry. We create value for our clients by treating their IT as if it was our own. And of course, we meet the industry's strictest regulatory requirements. We apply the latest advances in technology to make our clients' software, business processes and communication more effective.

About NNIT

www.nnit.com