



Accelerating Digital Transformation with Veeva Vault

How Spotline Empowered a Biopharmaceutical Leader to Innovate Cancer Treatments



"Spotline helped us seamlessly transition to Veeva Vault, delivering substantial cost savings while improving compliance and operational efficiency. Their expertise and innovative solutions proved invaluable in accelerating our digital transformation journey."

– Sr. Director, IT, Large Biopharmaceutical Company

A large biopharmaceutical company embarked on a digital transformation journey to gain efficiency and improve processes from drug discovery to product commercialization. They chose Veeva Vault Development Cloud as the standard for all GxP applications including Quality Suite, Clinical Suite, and Regulatory Suite. They began this transformation with the initial rollout Veeva QualityDocs. After a rigorous vendor selection process, Spotline was chosen as a trusted partner to guide their teams for the initial phase and create a roadmap for rolling out subsequent Veeva Vaults.

Success Highlights



Improved Quality

The customer migrated from legacy GxP applications to Veeva Vault, which significantly improved the quality of their service for business users in various domains, including quality, clinical operations, and regulatory areas.



Significant Reduction in Operating Costs

The introduction of the Veeva Vault Suite as a standardized platform vs. disparate legacy applications brought significant cost savings to the organization. The Spotline team provided comprehensive services in the areas of strategy, migration, operations, support, and continual platform support and enhancements.



Enhanced Speed and Agility

With the support of the Spotline Managed Services Program (MSP) complemented by the V-Assure solution, the customer was able to bring speed and agility in rolling out new features and enhancements to their business users.

The Challenge

The customer needed a partner who could help them create a roadmap for adopting Veeva Vault as a platform for their Quality and Development Systems. They needed a trusted partner to implement Veeva Quality Suite and migrate legacy applications to the new platform. There was a need to establish an efficient process for the Veeva Vault program to accommodate periodic updates R1/R2/R3 every year. The customer wanted to expand this program to Veeva Vault Clinical and RIM Suites. As the program expanded, there was a strong need to streamline Veeva Vault application management and efficiently manage the operating costs while expanding the services to the business users.



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Implementation Highlights

Strategy and Roadmap

Spotline team strategically aligned Veeva Vault implementation roadmap with organizational goals. Performed gap analysis and recommendations for process improvements. Created a migration strategy and planning for a seamless transition.

Implementation Services

As a full-cycle Veeva Quality and eTMF implementation service provider, the Spotline team engaged with the customer for configuration and customization of Veeva Vault modules, designed and built integrations with existing line-of-business applications, provided GxP Validation services to ensure compliance with regulatory standards, and managed the end-to-end project for implementing various Veeva Vault modules.

Post-Implementation and Application Managed Services

The Spotline team engaged in ongoing maintenance and support for Quality, eTMF, and RIM Veeva Vault environments. Performed regular updates (R1, R2, & R3 releases from Veeva), impact assessment, patches, and bug fixes keeping Veeva Vaults optimized. Created process for continuous improvements and enhancements to Veeva Vaults based on the new business requirements. Established a User support and issue resolution module to minimize disruptions. Work with IT and business stakeholders to ensure the continuous alignment of Veeva Vaults with ever-changing business needs.

Release Management Services

As Veeva typically has three releases per year for continuous platform enhancements, and the customer has 2-3 additional releases for their specific configurations and processes, it's a costly and time-consuming process to keep up with the testing and validation for multiple vaults. Spotline team leveraged its V-Assure solution to automate testing and validation of their vaults. This reduced their testing cycles by ~80% and brought significant efficiency. Spotline team successfully established a very efficient and streamlined process for their multi-vault environment.

Business Outcomes

The implementation of multiple Veeva Vaults (Quality, Clinical, and RIM) brought transformative results, marking a significant milestone in leveraging a modern GxP platform that enabled the customer to innovate rapidly and speed up the go-to-market for new treatments.

Efficiency Leap

Veeva Vault, coupled with the Spotline MSP program, drastically reduces the operating costs for the customer in maintaining their GxP applications. **Reduced Support Tickets:** With the standardized Veeva Vault platform, customers saw a significant reduction in their efforts in training business users and, hence, in support tickets.

Enhanced Compliance

The Spotline team leveraged their V-Assure solution to automate Veeva Vault testing, so the customer is now able to ensure that their applications are always working as intended and are 100% GxP complaint.

Optimized Operation

With the Spotline hybrid team (offshore+onshore), the customer is able to support their global business users around the clock without incurring enormous operating costs. The operation was greatly optimized to support the growing global user base, perform continuous enhancements, and reduce organizational change management costs.



Conclusion

Spotline's deep heritage and dual-certified partnership with Veeva empowered the biopharmaceutical leader to standardize their GxP systems on Veeva Vault. Their Managed Services Program and V-Assure solution enabled seamless implementation, automated testing, and optimized compliance, ultimately helping the customer accelerate their innovation in cancer treatment.



Why Spotline for Your Veeva Journey?

- ✓ **Veeva Dual-Certified Partner**
Veeva Services and Technology partnerships deliver innovative solutions.

- ✓ **Tenured Teams**
A leadership team with deep life sciences expertise across biotech, pharmaceuticals, and medical devices.

- ✓ **Strong Knowledge and GxP Expertise**
Our multi-technology expertise enables us to successfully perform with most GxP platforms.

- ✓ **Value-Driven Model**
Flexible and scalable delivery models (onshore/offshore/hybrid) meet customer needs and budgets while maintaining high standards.

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