

IQVIA SMARTSOLVE® EQMS

A Next Generation Quality Management Solution

Technology to optimize quality system performance

Every day you depend on your quality system to drive the processes that improve product quality, ensure patient safety and help maintain regulatory compliance. An intelligent, compliant quality system requires a harmonized, integrated approach. That's where IQVIA SmartSolve EQMS comes in.

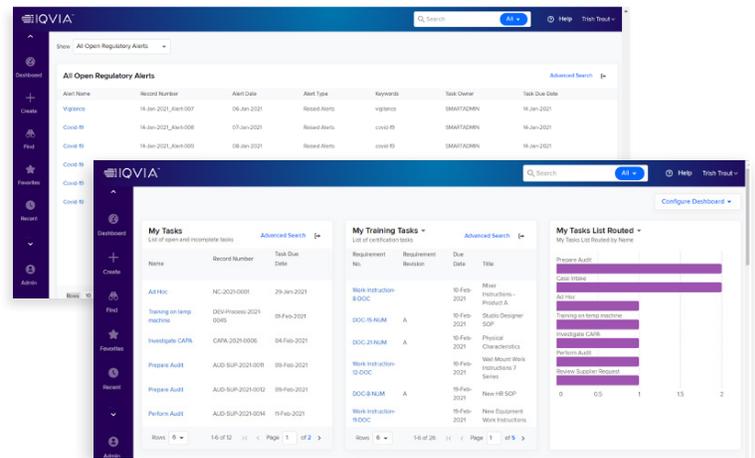
A POWERFUL FOUNDATION FOR BUILDING YOUR NEXT GENERATION QUALITY SYSTEM

IQVIA's integrated SmartSolve platform enables quality to become a centralized hub for continuous improvement throughout your business. Build, scale, and optimize your quality system as the demands on it grow:

- Enable informed, data-driven decision making with AI and machine learning
- Eliminate siloed systems
- Drive harmonization
- Reduce overall cost of quality



SmartSolve reduces overall Cost of Quality by up to 25%



*"It's so much more intuitive and easier to use."
- Jennifer R., QMS Manager*

BUILT FOR THE LIFE SCIENCES

IQVIA's next generation QMS, SmartSolve®, is the only Enterprise Quality Management Software (EQMS) system that is purpose-built for the life sciences industry. SmartSolve enables your entire team to consistently make the right decisions needed to ensure quality compliance across the product lifecycle.

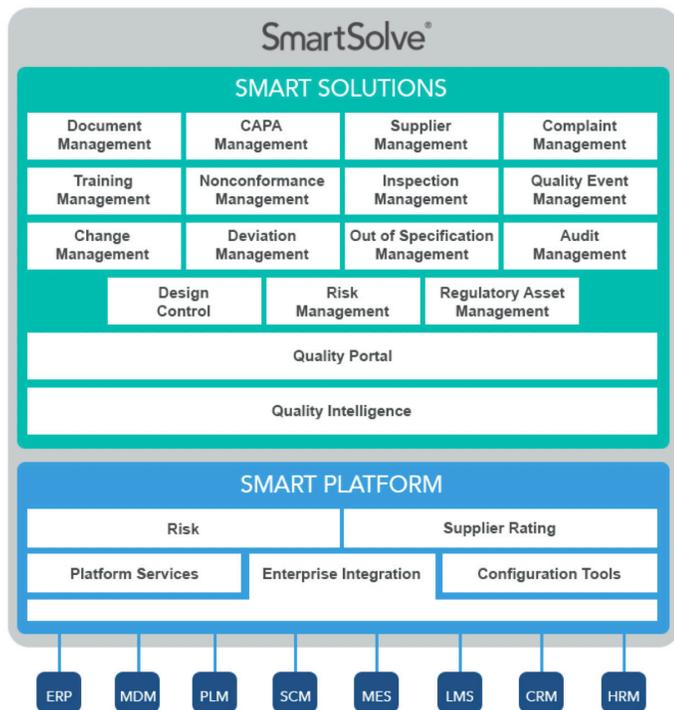
Delivered on a compliance-ready platform, SmartSolve provides end-to-end process integration unmatched in the market. It is based on ISO 9001 standards and supports the Life Science industry's most stringent regulatory requirements.

With electronic signatures, audit trails, validation packs, and electronic reporting, SmartSolve provides you with the control and confidence to ensure your quality system is always inspection-ready.

A SIMPLE, POWERFUL USER EXPERIENCE

SmartSolve is simple enough for first-time users, yet advanced for experts. It provides personalized views that help reduce error through intuitive user interfaces, intelligent workflows, and context-appropriate detail, reflecting the locales and languages of users.

SmartSolve has been developed using IQVIA’s next-generation user experience (UX) technology, user research, and consumer-grade user interface (UI), and is designed to simplify the tasks that QMS users perform every day.



The next-generation user experience is bolstered with AI and machine learning models to find insights and patterns in data, allowing the system to make recommendations to the QMS user, increasing efficiency, accuracy and consistency.

Whether a user is an infrequent document approver or a CAPA investigator who needs access to a broader range of capabilities, our inclusive, human-centered design matches the efficiency and satisfaction that customers expect from iOS or Android interfaces.

Whether you are ready to automate a single process or optimize your entire quality management system, SmartSolve’s modern user experience minimizes user training and increases adoption to provide a strategic advantage in quality leadership.

QUALITY INTELLIGENCE AND REPORTING

SmartSolve provides access to complete and accurate quality system data that is critical in making informed, data-driven decisions. Robust business intelligence, coupled with pre-built standard reports, provide instant visibility into quality trends, enabling quality teams to make the right decisions at the right time.

THE SMARTSOLVE CLOUD

The SmartSolve cloud is a highly secure, reliable and efficient cloud environment that will protect quality system data in an industry-compliant environment. As your organization grows, the scalability of the SmartSolve cloud can easily accommodate your changing business needs. Additionally, the SmartSolve Cloud is equipped with advanced security features, SOC 2 Type 2 and ISO 27001:2013, to give you peace of mind that your organization’s intellectual property is secure from potential breaches.

END-TO-END EQMS DEPLOYMENT AND OPTIMIZATION

IQVIA offers professional services with expertise in quality systems, processes, and regulatory insight to support organizations that need assistance with QMS process optimization or technology deployment.

Our cross-functional team of consultants has deep expertise in deploying and supporting technology and regulatory processes within both the pharmaceutical and medical device industries.

Support services include:

- Process harmonization, solution design, and configuration
- Integration and data migration
- Project management and collaboration
- Testing, validation, and go-live support

FINDING THE SOLUTION WITH IQVIA

IQVIA can provide you with access to technology solutions that reach across the whole of the lifecycle, from safety, regulatory, and compliance solutions, through to information, content, and performance management, to multichannel engagement with payers, physicians, and patients, all underpinned by cutting edge technology that leverages AI and machine learning. Our life sciences domain expertise and our understanding of business makes us more than just a technology supplier – we can put our technology solutions in the context of advancing your quality maturity and solving your business needs, complemented by professional consulting services.

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