

## Veeva Vault Managed Operations

# Continuously improving, always compliant

## Veeva Vault Managed Operations align your platform with your business needs.

Epista is proud to be a certified Veeva Preferred Service Partner for the Development Cloud. Our certified Veeva consultants help you operate your entire Veeva Vault platform, from eTMF and Quality to RIM.

### Solution

Our expert team works to ensure that your platform and business needs are aligned to ensure that they are efficient, compliant, and scale with you. How? We keep a strong focus on your business while working to continuously improve your processes. We do this by making the right configuration changes based on your continuously evolving business needs and on Veeva's latest features.

### Considerations

Are you struggling to keep up with the latest from Veeva? Epista's Veeva Managed Operations team ensures you stay on top of challenges caused by Veeva's three yearly releases. You get the benefit of our extensive Veeva Vault experience in many different companies. We evaluate the potential impact of releases before they happen and assure a smooth transition to your end users.

### With Epista, you'll be:

#### *Trust your platform is stable:*

Extensive Veeva Vault experience from many Life Science companies provides you with stable operations and reduced risk.

#### *Realize the ROI from your investment:*

Improvements and system change management optimize your process and systems to continuously increase business value.

#### *Rest assured there is always someone to provide support:*

System administration and support gives you quick reaction time to any potential issues.

**Get in touch to learn how Epista can provide a flexible and available expert team to ensure you continuously improve and are always compliant.**

[epista.com](http://epista.com) | [+45 4825 4500](tel:+4548254500) | [info@epista.com](mailto:info@epista.com)

Veeva Vault Managed Operations includes:



USER ACCESS  
MANAGEMENT



INCIDENT MANAGEMENT  
(LEVEL 2 SUPPORT - TICKETS)



CHANGE MANAGEMENT (INCL.  
CONFIGURATION CHANGES)



RELEASE MANAGEMENT &  
MANY MORE SERVICES