

Integrated multichannel medical information systems improve customer experience and allow for actionable insights that drive value across your organization.

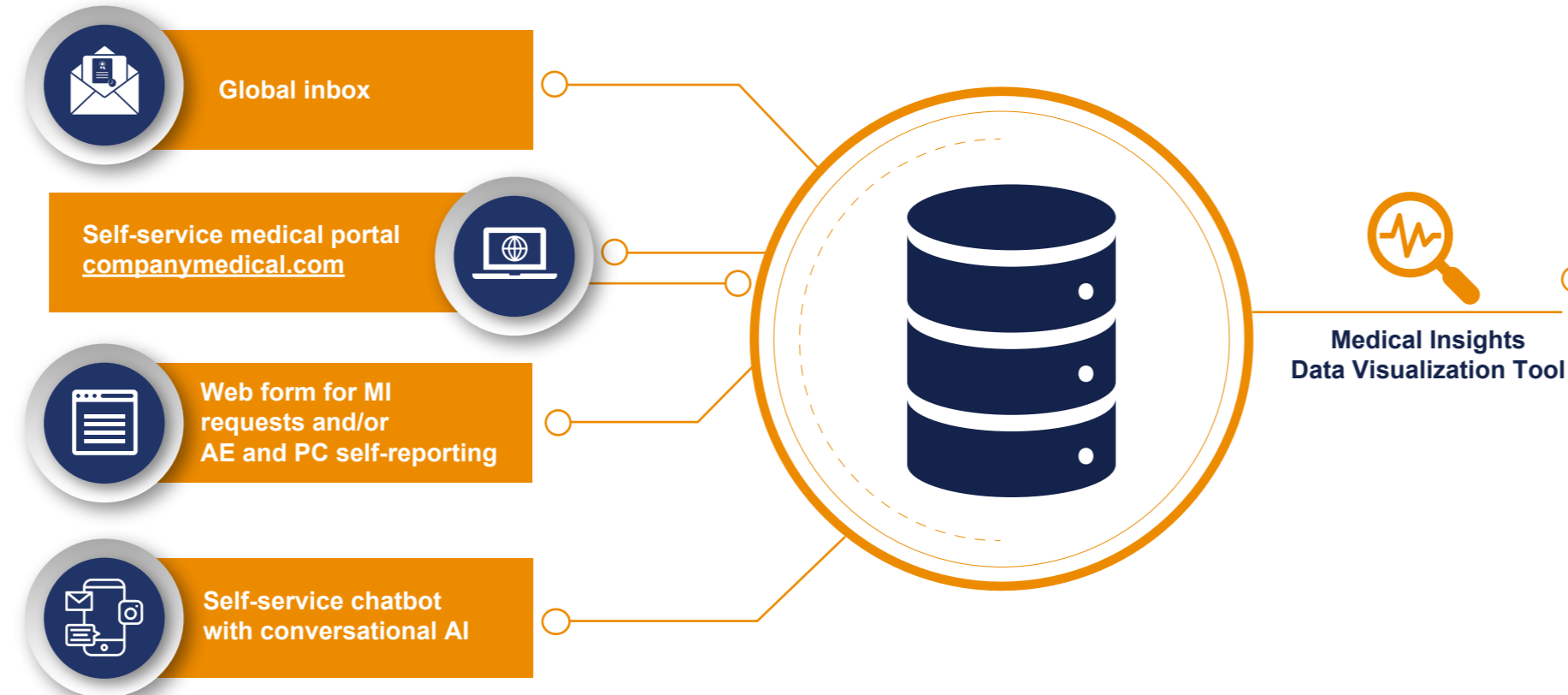


Multichannel Support for MI Intake, Handling and Response

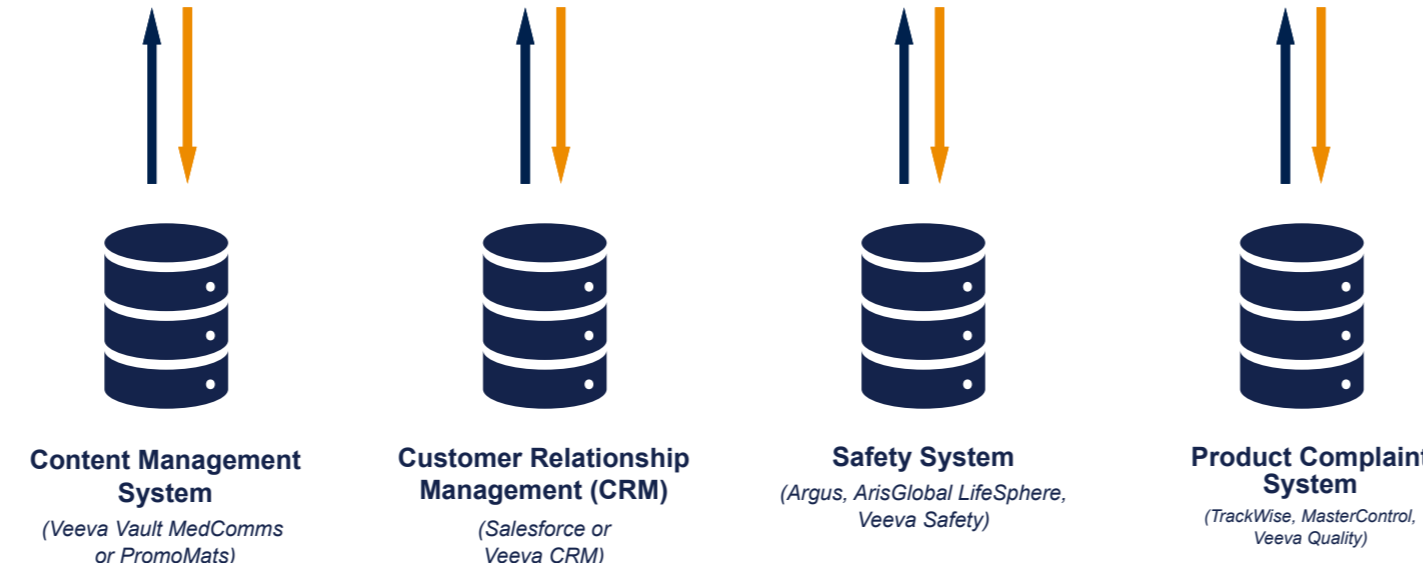
EVERSANA's MI specialists can handle and respond to unsolicited MI requests via multiple channels, including traditional channels (e.g., phone, email) and via digital platforms.



Technology & Innovation



MI Database Integrations



EVERSANA provides complete technology and digital solutions for MI, including validated and highly configurable MI databases that can be integrated with client systems, advanced telephony systems, self-service medical portals and medical chatbots with conversational AI, as well as live chat and advanced metric reporting and data analytics tools.

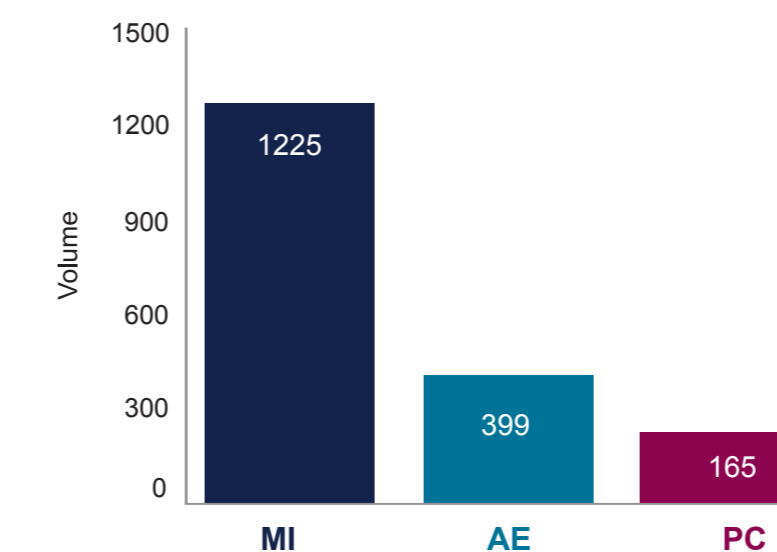


Data & Analytics – Actionable Customer Insights

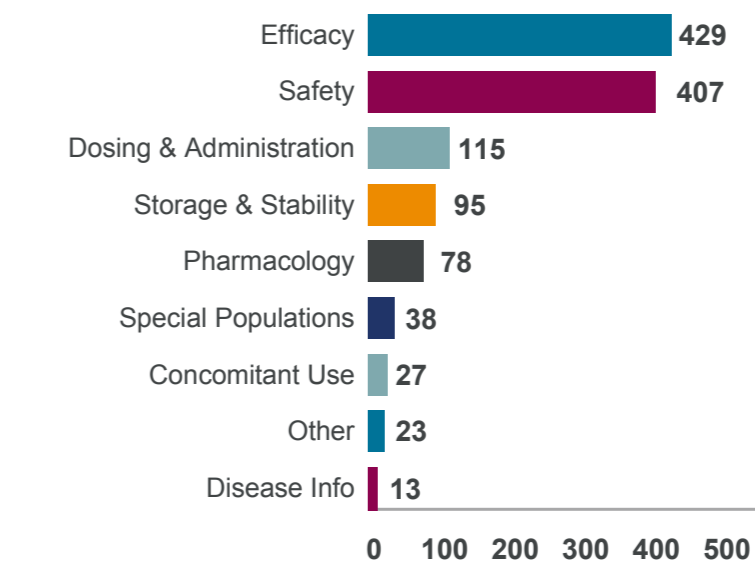
MedInsights powered by ACTICS®

EVERSANA has built a dynamic data analytics and visualization tool to help clients identify actionable customer insights. Clients can use this tool to get a real-time sense of inquiry volume, turnaround times, categories and topics of inquiries, etc. Customer insights provide value and are used for life-cycle management, publication planning, data generation and analysis, educating future clinical trial development and identifying possible internal training needs.

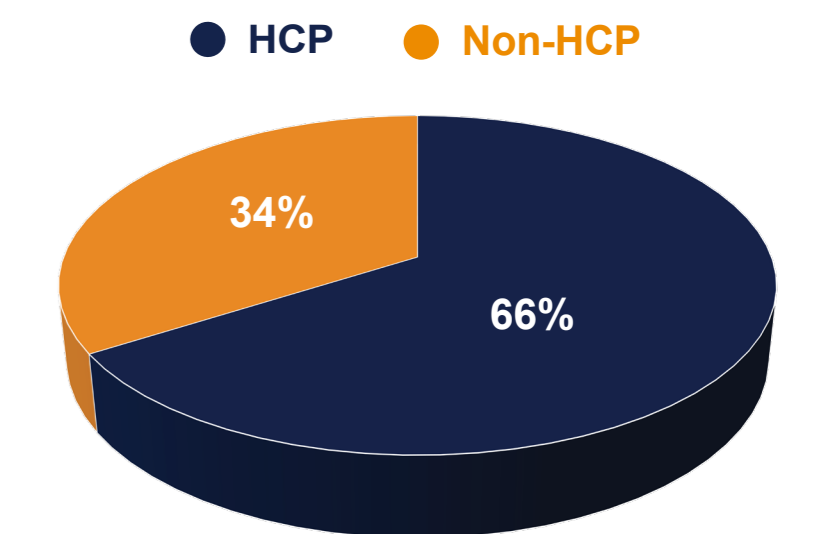
Case Breakdown



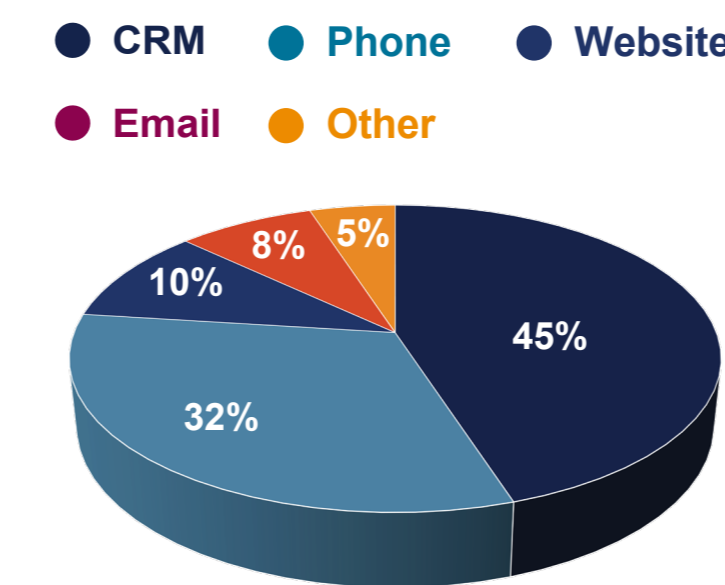
Inquiry Volume by Category



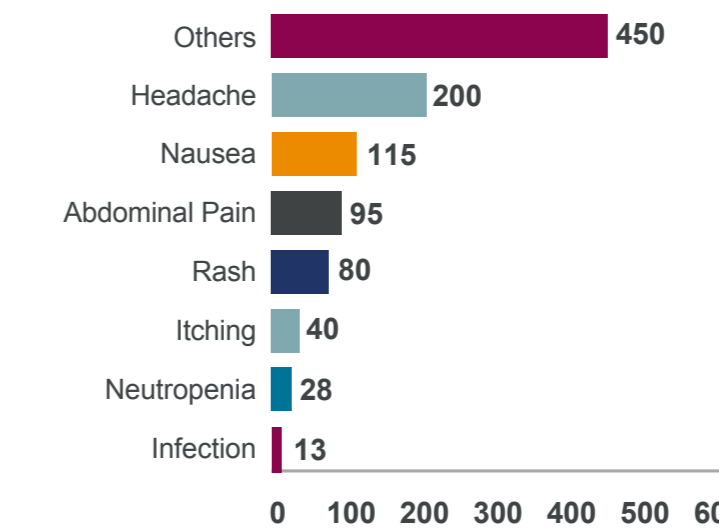
Reporter Type



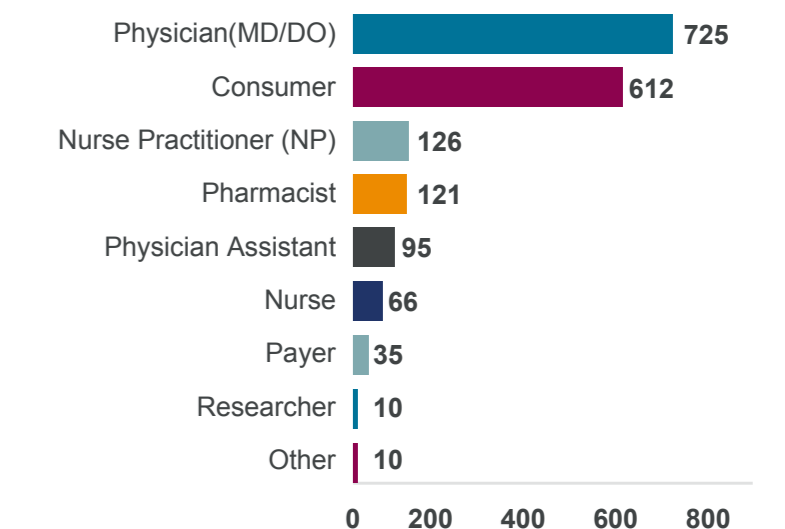
Case Volume Source



Inquiry Volume by Topic



Requester Type



For additional information, [click here.](#)

