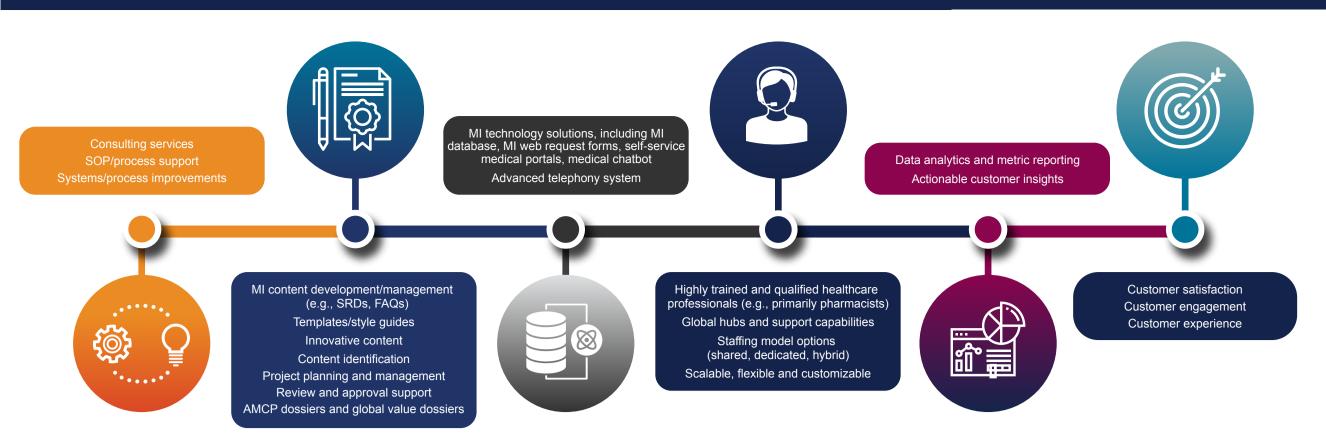
EVERSANA's End-to-End Integrated Global Medical Information Service Offering



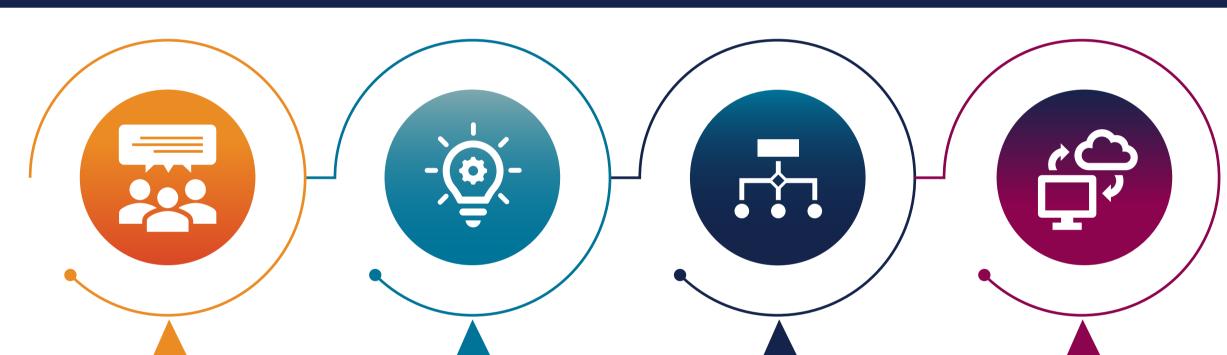
A Holistic and Customer-Centric Approach to Medical Information

EVERSANA's Global Medical Information Presence

Ready to Support Clients Globally. Currently, we provide MI support for U.S., Canada, Europe, LATAM and APAC from our established global MI hubs. We also have remote MI specialists and MI leaders throughout the U.S. and Europe.



Foundational Pillars of Our Medical Information Services



Approach

5 Regional Hubs

> driven and deeply seated in our cultural beliefs of Client Delight and being Patient Minded. We understand that an MI contact

Our approach is Value & Quality

center is an important customer-facing function that supports the safe and effective use of products by providing timely, scientifically balanced, evidencebased, nonpromotional information.

Expertise

Our 25+ years of MI experience

have allowed us to build operational excellence and broad disease state expertise. Our years of experience have also

allowed us to support products throughout their entire life cycle and to grow and scale our solutions with our clients' needs in mind.

Highly trained MI specialists have healthcare and advanced life sciences degrees (primarily pharmacists).

& Scalable

Customizable

NOT a one-size-fits-all model We understand our clients' needs.

therapeutic areas, products, internal resource models, budgets, etc., are unique. We partner with our clients to

develop flexible and scalable resource models to ensure we provide the service level, key performance indicators, and level of customer satisfaction and engagement our clients expect.

Innovation & Technology

MI services are deeply rooted

in technology, innovation, quality, compliance and industry best practices. **Multichannel engagement**

includes inquiry intake, handling and fulfillment from phone, email, web request forms, self-service medical portals, medical chatbot, etc. Advanced data and analytics

provides actionable customer insights.

ensure optimal support of our clients' important stakeholders – the patients and healthcare professionals they serve.

As a strategic partner, EVERSANA provides high-quality service and engagement throughout the product life cycle to

Medical Information Contact Center Services

Practiced ability to flex and grow with our clients' ever-changing medical information needs, especially as they move from concept to launch



Adverse Event Reporting Intake & Handling Services

Product Complaint Intake & Handling **Services**



ESTABLISHED

300+ contact center clients over past 25+ years >50% of current clients with a seven-plus-year partnership

• 25+ years of experience and expertise supporting branded, generic, biosimilar, OTC, medical device, digital therapeutics and veterinary products

- Robust infrastructure with advanced technologies
- Scalable and customizable staffing, offering dedicated, shared and hybrid staffing models

BROAD DISEASE STATE EXPERTISE

• Oncology, hematology, rare diseases, immunology, cardiology, dermatology, urology, gastroenterology, infectious diseases, nephrology, neurology, pain, rheumatology, respiratory, ophthalmology, endocrinology, pulmonology, hepatology, consumer products, women's health and more

KNOWLEDGE AND EXPERTISE

- · MI inquiries answered live by highly trained MI specialists with subject matter expertise

Operational excellence and industry best practices

- Thorough understanding of MI guidance, compliance, regulation and best practices Integrated and harmonized business processes
- Global, regional and local services by native language speakers, including an expanding global presence

PERSONAL AND CLIENT-FOCUSED

- Frontline, personalized, patient- and customer-centric approach
- Highest goal is customer satisfaction and engagement, with first-contact resolution when possible
- Custom and comprehensive services to meet client needs, especially the needs of patients and healthcare professionals served by our clients

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