

LifeSphere MI™

KEY BENEFITS

- Intuitive and simple interface
- Fully configurable
- Integrated on-line chat
- Designed for global collaboration
- Full multilingual support
- Flexible workflows for content preparation and enquiry fulfilment
- Easily create, find, and share content
- Full audit trail of all actions
- Integrates with CRMs & other systems

Empowering Global MI Teams

Medical Information (MI) teams are tasked to provide unsolicited, unbiased and accurate clinical and scientific information and deliver timely responses to internal and external stakeholders through multiple routes of communication.

For MI teams to succeed and provide value to healthcare professionals, patients, license partners, agents, distributors and the organization they need a complete solution designed specifically for MI that will enable them to easily author and deliver standard and complex responses while complying with standard operating procedures (SOPs) and guidelines.

A Complete Cloud MI Solution

Part of the LifeSphere Medical Affairs platform, LifeSphere MI™ is a comprehensive, cloud-based solution that empowers MI teams to effectively collaborate to meet the needs of healthcare professionals and patients and engage them through multiple routes of communication. A complete MI platform, LifeSphere MI provides efficient processing of inquiries, robust and best-in-class content management, actionable insights, reports and analysis to stakeholders and integration with other company systems.

Multi-Channel Engagement – Integrate and Automate Across Channels

LifeSphere MI's intuitive user interface allows for quick, easy and accurate entry and prioritization of inquiries. Inquiries can be received automatically via email, phone, mobile app (iPhone, iPad and Android- based tablets/phones), web portal, online chat and fax. Accurate, consistent and approved responses can be generated immediately using FAQs, MI Letters, response documents, PowerPoint slides, articles, posters and other documents. Responses are then finalized and distributed based on the preferred mode of communication. Additionally, users can create and send secondary responses to other contacts, such as the sales teams and regional medical science liaisons or other internal stakeholders.

Robust Content Management – Easily Create, Find and Share Content

With a robust content management system, LifeSphere MI allows MI teams to create, store and use all their content such as MI letters, FAQs, response documents, slides, articles, images and spreadsheets in a central content repository, with access restricted based on user group.

LifeSphere MI is part of the ArisGlobal@Medical Affairs™ platform, which gives pharmaceutical and biotech companies of all sizes a complete, unified solution for managing inbound and outbound communication requirements.

ArisGlobal Medical Affairs™ Platform

LifeSphere Mobile MA

LifeSphere Call Center

LifeSphere MI

LifeSphere Product Complaints

LifeSphere CMS

LifeSphere Intake and Triage

ABOUT ARISGLOBAL®

ArisGlobal is a visionary technology company that's transforming the way today's most successful life sciences companies develop breakthroughs and bring new products to market. The ArisGlobal LifeSphere™ cognitive technology platform integrates machine-learning capabilities to automate the core functions of the product lifecycle. Designed with deep expertise and a long-term perspective that spans more than 30 years, our cognitive platform delivers actionable insights, boosts efficiency, ensures compliance, and lowers total cost of ownership through multi-tenancy.

Headquartered in the United States, ArisGlobal has regional offices in Europe, India and Japan. For more information, visit arisglobal.com or follow ArisGlobal on LinkedIn and Twitter.

Designed for global collaboration in content development, LifeSphere MI allows content editors to easily create, modify, approve and share complex content in MS-Word, PPT, excel or internal editors in any language. Videos can also be uploaded.

LifeSphere MI also supports creation of global and local/regional content with content automatically linked. With full version control, users can track changes, and use intelligent workflows to collaborate and approve documents while the audit trail provides a history of all document versions. Final responses can be created by merging letters, responses, FAQs and articles, or other documents that can be easily attached, to create the best response to an inquiry.

Efficient Inquiry Management – Rapidly process inquiries

LifeSphere MI is rich with features that enable efficient management of inquiries. With advanced workflow automation, alerts and notifications, LifeSphere MI supports the quick assignment of inquiries and facilitates global collaboration without the need for additional software. A powerful search engine, with structured, keyword and free-text searching enables the instant retrieval of all content. LifeSphere MI's powerful alert and notification system is used for task notification when work is assigned, acknowledgment to healthcare professionals when an inquiry is received, and acknowledgements when adverse events or product complaints are forwarded.

LifeSphere MI provides MI professionals with all the tools to easily create/compile responses for the query, with the ability to send out partial or full responses completely eliminating the need to use multiple systems.

Data Privacy Handling

Data privacy of reporter/patient information is implemented using the Advanced Encryption Standard (AES) to encrypt private data, which can be configured as per business unit along with a designated period of retention.

Systems Integration

A Web-based system, LifeSphere MI can be seamlessly integrated with other applications. These include Salesforce.com, copyright systems, call centers, safety systems and product complaint systems. Access to online LifeSphere MI library databases, such as MEDLINE®, assists in proactive literature searching for the preparation of responses. LifeSphere MI leverages industry standards and supports E2B(R2) compliant schema and complies with 21 CFR Part 11.

Actionable Reports and Analytics – Deliver Insights that Only MI Can Provide

LifeSphere MI's powerful reporting functionality provides a simple-yet-powerful reporting engine to generate a wide variety of reports. A personalized dashboard with a unified view of critical metrics helps identify significant gaps in inquiry handling and take necessary action to enhance the medical communications process. Reports can be generated in a variety of formats including PDF, Microsoft Word, Excel or PowerPoint. The integrated ad hoc report writer allows users to create basic reports, line listings and charts.