

FACT SHEET  
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# LifeSphere Medical Affairs™

## KEY BENEFITS

- Enables medical information teams to accurately, efficiently and quickly respond to all medical inquiries
- Author, approve and disseminate global and regional content
- Streamlines communication and collaboration for ready access to a global repository of information
- Eliminates inefficiency by eliminating redundant processes, data entry, coding and reconciliation
- Improves decision making at all levels
- Common platform reduces IT infrastructure and support costs while facilitating compliance
- Single deployment reduces validation costs and SaaS

Medical Affairs and more specifically Medical Information (LifeSphere Medical Information) teams are required to provide high quality, up-to-date, accurate, fair and balanced information in response to unsolicited requests from healthcare professionals (HCPs) about medicines and devices to help them make informed clinical decision for their patients. As with all departments, the Medical Affairs team are challenged to improve efficiency and compliance while controlling costs.

### LifeSphere Medical Affairs™: Integrated, Unified Platform for Improved Compliance and Information Consistency

LifeSphere Medical Affairs™ is the multi-tenant, cloud-based solution platform that supports several medical affairs functions including content management, medical communications and medical information in a single, integrated platform to help streamline and automate business processes, and enable collaboration across departments including marketing, sales, clinical, regulatory, safety, product quality and other teams. Quick cloud deployment and reduced staff efforts to manage medical affairs all contribute to a lower total cost of ownership.

LifeSphere MI	SaaS-based, comprehensive, end-to-end, global medical information management system that utilizes workflow automation to efficiently process inquiries
LifeSphere Mobile MA	Self-service portal and mobile application offers a painless way for medical sales representatives, healthcare professionals and patients to track and report side effects, access documents and submit medical inquiries and report product complaints
LifeSphere Product Complaints	Automated system efficiently manages the intake process and tracking of all inbound product complaints from multiple channels

<b>LifeSphere CMS</b>	Online electronic content management system to support the authoring, approval and distribution of global and regional documents
<b>LifeSphere Call Center</b>	Streamlined call center module for handling potential adverse events, product complaints and medical information inquiries

## An Innovative Solution Suite for Today's Modern Challenges

LifeSphere Medical Affairs is designed to help medical affairs teams succeed:

### Optimized to Reflect Industry Standard Practices

ArisGlobal's medical industry standard practices (ISPs) have been developed collaboratively, validated by customers, and implemented as out-of-the box features and functionalities to transform the management of content, complaints, medical inquiries into a **simpler, more intuitive process**. As a result, companies have an integrated way to deliver accurate, up to date and consistent communication on a global basis.

### Designed for Streamlined Productivity and Ease of Use

The advanced content management system (CMS) supports the creation, approval and dissemination of all documents internally and externally. Responding to Medical Information requests becomes straight-forward with all documents immediately available while the powerful free text search engine makes finding the right document easy and intuitive.

**Intelligent, comprehensive business process workflow automation** helps assign inquiries for handling based on user workload and product expertise. Automated QC routing is based on randomization of inquiries by company unit.

### Completely Mobile Enabled

LifeSphere Medical Affairs modules are mobile enabled, empowering field teams (including MSLs and Sales teams) and HCPs/consumers with the ability to access FAQs and Documents or submit medical inquiries, product complaints and adverse event reports.

### Rapid Deployment and Lower TCO

LifeSphere Medical Affairs offers SaaS-enabled and pre-validated solutions on ArisGlobal's secure cloud platform, enabling quick deployment, reduced total cost of ownership, easy upgrades, and inexpensive fine-tuning to facilitate quick reactions to changing regulations and company requirements.

#### 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](http://arisglobal.com) or follow ArisGlobal on LinkedIn and Twitter.