

FACT SHEET  
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# LifeSphere Product Complaints™

## KEY BENEFITS

- Facilitates compliance and adherence to regulations
- Delivers robust investigation and root cause analysis
- Improves oversight with comprehensive management reports, trending and performance metrics
- Integrates seamlessly with medical information systems (MI) and safety systems (LifeSphere Safety Database and third-party systems) for improved efficiency
- Facilitates transparency and communication across departments via built-in correspondence and task module
- Provides greater visibility of supplier problems
- Delivers improved efficiency and timeliness of responses, resulting in higher overall customer satisfaction

## Managing the intake of all inbound product complaints from different sources for effective and timely resolution

Within the life sciences and healthcare industry, one of the primary objectives of any quality management and compliance program is to retain existing customers, improve product quality and comply with industry regulations. In order to achieve these goals, it is imperative to have an effective and efficient system that has built-in capabilities to intake, investigate and respond to complaints. The system should also have robust alerting and reporting capabilities that allow monitoring of complaint metrics.

## A Complete Cloud-Based Complaint Management System

LifeSphere Product Complaints™ is a complete complaint management system for managing the entire product complaints lifecycle and delivering effective and timely resolutions to customer issues. Comprehensive capabilities efficiently handle the triage and review of complaint cases, and perform robust investigation and root cause analysis. LifeSphere Product Complaints seamlessly integrates with pharmacovigilance (PV) systems to publish adverse event cases and provides actionable reports and analysis to stakeholders for better decision making. In total, these capabilities translate to safer products and increased customer satisfaction.

## Complaint Intake from the Moment of Awareness

Complaints are captured directly into LifeSphere Product Complaints via intuitive forms, which allow call center representatives to enter required product, customer and event information. The system determines the type of product (device/drug) and displays the appropriate forms for the call center representative to capture necessary details.

*LifeSphere Product Complaints 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 MI

LifeSphere Call Center

**LifeSphere Product Complaints**

LifeSphere Mobile MA

LifeSphere CMS

#### 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.

## Comprehensive Investigation and Root Cause Analysis

LifeSphere Product Complaints provides built-in capabilities to perform investigative analysis for the received complaint. Investigative actions can be assigned to investigators who access their tasks from the Investigation Listing screen. Investigation alerts and notifications are sent real time to assigned users, facilitating immediate action to be taken on the case and thereby making the complaint process faster and more efficient. Investigators can determine the root cause for each investigation performed, aiding quality and allowing compliance departments to take necessary actions based on the detailed analysis available in the system.

## Workflow Automation with Rule-Builder

Highly intuitive workflow automation routes the complaints automatically and distributes the complaints workload across the available staff based on product, priority, user role, privileges and agent availability. The workflows are entirely configurable, allowing for variances in regional complaint management. Response templates, documents and literature are capable of full-version tracking to expedite the approval cycle and also ensure only approved and valid content is used for investigation and for responding to a complaint.

LifeSphere Product Complaints's integrated rule builder helps streamline and automate the complaint management process with easy-to-define rules that can trigger escalations, warnings or alerts, while the task module provides alerts and reminders of key activities.

## Management Reporting and Complaint Analysis

LifeSphere Product Complaints's powerful reporting functionality provides a simple, yet powerful reporting tool to generate a wide variety of reports. Standard and custom reports and charts provide essential data for management reporting, trending and analysis to help track communication and improve response timelines. A personalized dashboard with a unified view of critical metrics helps identify significant gaps in complaint handling and to take necessary action to enhance the communication process. Reports can be generated in a variety of formats - PDF, Microsoft Word, Excel or PowerPoint – that can then be viewed by management to make meaningful and effective decisions.

## Integration with CRM Systems

LifeSphere Product Complaints allows integration with Salesforce.com and can be easily integrated with in-house or other third-party CRM systems. Information can be updated into or from LifeSphere Product Complaints to respective systems.