

# LifeSphere<sup>®</sup> MI

Enabling Fast, Consistent, and Accurate Medical Information Responses Across Multiple Channels

The challenge facing all medical information teams is to deliver unsolicited, unbiased and accurate clinical and scientific information to healthcare professionals (HCPs) and consumers in a timely manner – all while meeting compliance requirements, standard operating procedures and company guidelines. This challenge is made even more difficult across global organizations where the need to communicate accurately and consistently in multiple languages in a timely manner is so critical.

Designed for global collaboration, LifeSphere MI is the validated, cloud-based solution that empowers medical information teams to meet these challenges with complete confidence.

## Empowering Global MI Teams with End-to-End Efficiency and Compliance

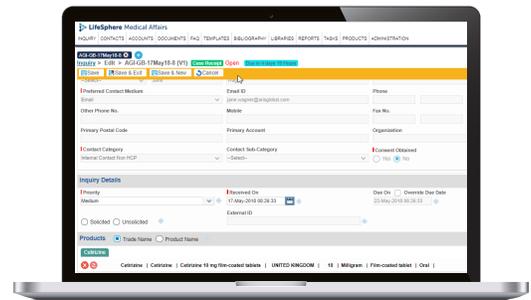
LifeSphere MI delivers greater efficiency and compliance for life sciences organizations. As a multi-tenant cloud-based solution, LifeSphere MI delivers flexibility in meeting the needs of the modern medical information department at a lower total cost of ownership while complying with Global Data Privacy Regulation (GDPR). LifeSphere MI also captures Product Quality Complaints and Adverse Events with seamless integration with 3rd party systems such as Argus and ARISg.

Extended global, multi-lingual support (German, Japanese, Portuguese, Spanish) with regional organization hierarchy supports the management of business units, regions and territories for a truly global MI solution.

## Collaborate Globally across Multiple Channels of Engagement

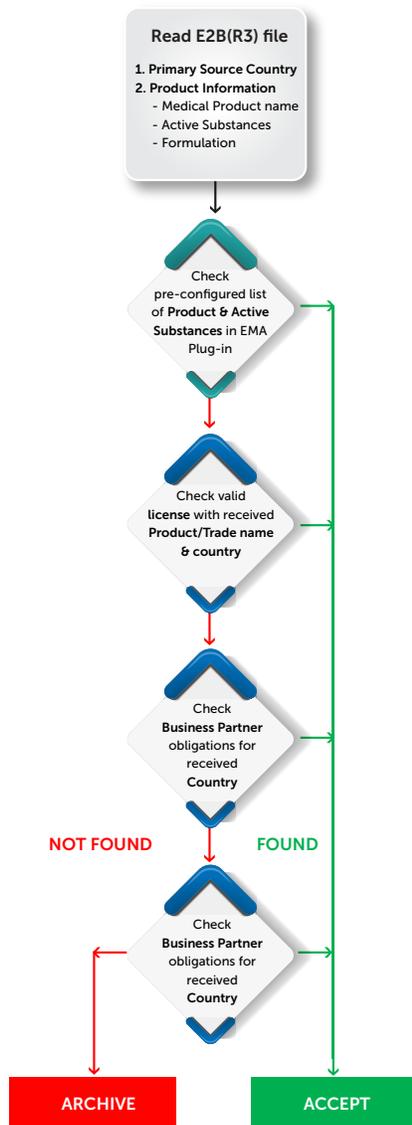
Medical information requests can be received automatically via email, phone, mobile app (iPhone, iPad and Android-based tablets/phones), web portal, online chat and fax.

Responses can be generated immediately using frequently asked questions, MI Letters, response documents, PowerPoint slides, articles, posters and other documents, and then be distributed based on a recipient's preferred mode of communication.



LifeSphere MI is the unified system that supports all medical information functions in a single, integrated workspace, transforming how MI departments create, find and share content.

## Complete Cloud Platform for Medical Inquiry Management



Secondary responses can be automatically generated and sent to other contacts – sales teams and medical science liaisons or other internal stakeholders which can be linked to specific territories.

### Easily Create, Find and Share Content

The integrated, robust content management system enables MI teams to create, maintain and use all content in a central repository using MS-Word, PPT, Excel or internal editors in any language. Videos and pictures can also be uploaded. Component authoring is also available.

A revamped intuitive user interface provides superior searching and easier creation and approval of content.

Open integration functionality with other applications including Veeva vault and internal URLs gives companies flexibility to use any content. Access to online library databases such as MEDLINE® assist in proactive literature searching for response preparation.

Full version control/management and security features, LifeSphere MI shows who and how content is being used.

### Rapidly Process Inquiries with Advanced Workflow Automation

Advanced workflow automation, alerts and notifications help efficiently manage inquiries, letting MI team members know when work is assigned, sending acknowledgments to HCPs when an inquiry is received or when adverse events or product complaints are forwarded.

A powerful search engine with structured keyword and free-text searching enables the instant retrieval of all content and medical information inquiries.

### 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.