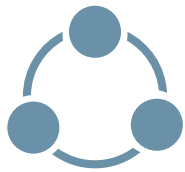# ▽ RegulatoryOne

**Veeva**

## Be More Customer-Centric with Regulatory Requests

Regulatory Requests capabilities within Veeva RegulatoryOne ensure that customer needs are met on time, every time by streamlining and automating the process of receiving and responding to operational compliance queries. Real-time reporting and KPIs provide regulatory, market and sales insights that accelerate business growth, promote customer engagement, and strengthen brand trust.

## Make Compliance Your Competitive Advantage

Customer-Centric

Consistent Compliance

Speed

## End-to-end Request Management

From request to response Veeva RegulatoryOne unifies the data, documents and workflows related to regulatory request management, providing 100% visibility and transparency in an easy-to-use system of record.

## Transformational Efficiency

Metadata-driven processes enable the system to ensure the right request lands on the right desk and the respondent has the right information at hand, dramatically streamlining work and maximizing efficiency.

## Consistency and Accuracy

RegulatoryOne ensures that only approved content can be shared with customers. The "similar requests" functionality provides visibility to previous similar responses, global consistency, response reuse and efficiency.

## Real-time KPIs

Built in reports and dashboards provide real-time insight to customer needs, lead times, process bottlenecks and compliance trends.

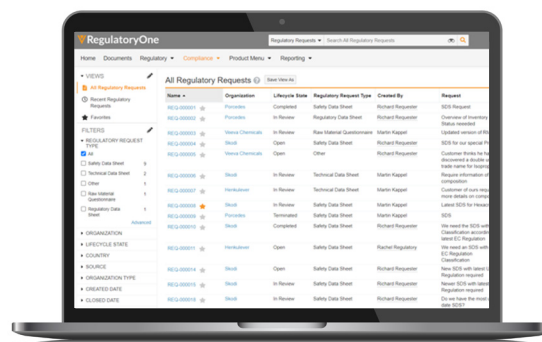# RegulatoryOne Regulatory Request Management Features

## Request Workflow

No more scrolling through emails and searching siloed databases for content to respond to requests. Requests are captured as metadata that makes assignment, resolution and response easy in a single system of record.

## Real-time Dashboards and Reports

Track KPIs such as lead time, closure rate, volume, request type, and overdue requests by customer, agency, or contract research organization.

## Similar Requests

The similar requests feature shows you similar, relevant responses and documents to help inform your response and ensure global consistency and accuracy.

## Secondary Requests

Use the secondary request feature to request further information from internal and external stakeholders to maintain full context and transparency.

## Response Documents

Response documents are stored in the library and are readily accessible within the response workflow to save time and effort. Only approved documents are available ensuring the latest, correct document is always used.

## Full Document Control

Manage documents using powerful collaboration and authoring tools like templates, Microsoft Office integration, review and approval workflows. Find content easily with google-like search and Amazon-like filtering.
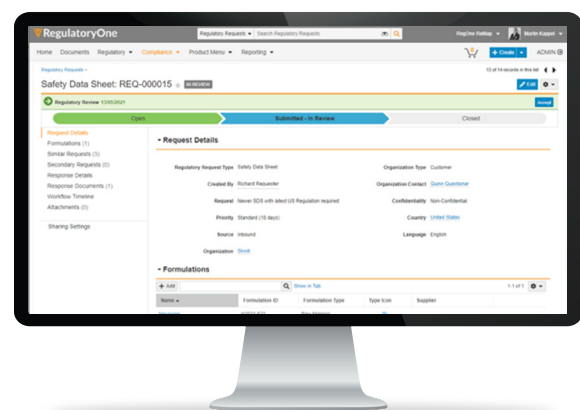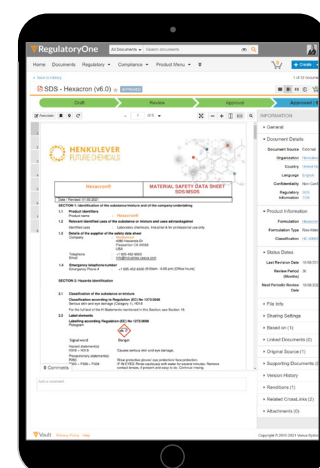
## Request Submission Interface

Tailored, easy-to-use interface makes request submission and tracking easy for the requestor. Integration with CRM/ERP tools and existing portals is possible.

## Atomic Security for Total Access Control

Atomic Security allows your Vault Administrators to easily control access, visibility, and permissions to make sure that only the right people do the right things at the right time, without compromising data integrity or history.

## Comprehensive Security

Veeva protects customer data with world-class physical, network, application, and data-level security. All communications to Vault and stored content are encrypted. By maintaining an ISO 27001 certified comprehensive security system, we ensure the confidentiality, integrity, and availability of our customers' data.

## About Veeva

Founded in 2007, Veeva NYSE (VEEV), is a global provider of industry-specific cloud software solutions that address the unique operating challenges and regulatory requirements of the consumer products and chemical industries. Our solutions help R&D, quality, regulatory and commercial teams eliminate inefficiencies and bring high-quality, safe, sustainable products to market without compromising compliance. Veeva is headquartered in the San Francisco Bay Area, with offices throughout North America, Europe, Asia, and Latin America Learn more.