



An HCL Technologies Company

# Veeva Help Desk, Mobility, and Training Solutions

## Realize the Benefits of Your Veeva Application and Enhance User Adoption

Working with more than half of the top 50 pharmaceutical companies worldwide, C3i Solutions has the knowledge, expertise and resources to enable users rapid adoption of the Veeva applications. Our single point of contact help desk minimizes downtime in the field and ensures that Veeva end-users are fully operational. Contact C3i Solutions today to increase the sales force effectiveness of your pharmaceutical field reps.



### Multilingual Helpdesk and Veeva Administration Services

#### Take sales force effectiveness to the next level

- 85+ Veeva Certified Administrators
- Worldwide 24x7 help desk support in more than 25 languages for pharmaceutical sales reps.
- Flexible staffing models at an affordable price
- Tier I and II integrated to reduce cycle times
- High first call resolution rates
- Centers in North America, Europe, India, Japan, and China

### Business and Technology Training

#### Maximise end-user adoption to reap the benefits of Veeva CRM

- Customized new hire, rollout and reinforcement training programs for sales & marketing applications
- Educates the end-users during the initial deployment with on going refresher training to ensure they know how to use all the software features
- Proven expertise to manage and deliver trainings across multiple time zones and international cultures



# Veeva Help Desk, Mobility, and Training Solutions



## Workstation Management & Mobility Services

### Get the most out of your hardware investment

- Manages the lifecycle of technology deployed to your sales professionals
- Provides a comprehensive set of tablet and smartphone services including help desk support, deployment, ongoing hardware services, and Mobile Device Management (MDM) services
- Provides an array of workstation engineering, hardware technology deployments, break/fix and warranty repair services
- Develops and loads software images and distributes hardware globally from operations in Pittston, PA, Sofia, Bulgaria, and Dalian, China

## Veeva Services Partner



**Global Veeva Help Desk**  
52,000+ end users



**Instructional Design,  
Coaching, and  
Training Delivery**



**51,000+  
Users Trained**



**Mobile Hardware  
Services**



**85+ Veeva Certified  
Administrators**

## Veeva Partnership

C3i Solutions partners with Veeva to provide life sciences customers with comprehensive end-user training and help desk offerings for their cloud-based CRM deployments. Our exclusive focus on the life sciences industry, years of experience and a holistic approach to the end-user experience allow customers to realize the full advantage of Veeva's leading cloud-based software.

C3i Solutions offers end-to-end services for Veeva: 24/7 support in more than 25 languages, end-user application training and iPad/iPhone services including service desk, deployment, ongoing hardware help, and mobile device management (MDM).



## Contact C3i Solutions

C3i Solutions, an HCL Technologies company, is a multi-channel customer engagement services provider, specializing in global, high-touch consumer, patient and end user engagement. For more information visit [www.c3isolutions.com](http://www.c3isolutions.com)