



CUSTOMER PORTAL

Smarteeva's Customer Portal was designed and developed with your customer in mind. The intuitive portal connects your customers directly to your business stakeholders via a cloud based, user friendly interface. With the ability to support smart and dynamic workflows, it addresses your customer specific business processes including Artificial intelligence driven decision paths.



Connected

With the Smarteeva customer portal, customers are able to interact with you in real-time, provide pertinent product information, log-in product complaints, issue or general queries and also receive critical notifications from you on products related issues, recalls and other news



Core Function

- Sophisticated Decision Trees
- Fast and easy adoption
- Realtime collaboration
- Two-way notifications
- Install Base management
- API for Seamless integrations
- Reduce manual efforts
- Smart data collection

Rapid globalization coupled with Today's intelligent customer require tighter collaboration across your organization through to your end users. Customer Portal is a crucial part of this success.

Smarteeva Customer Portal

A closer look at features and benefits

Smarteeva's Customer Portal provides life science companies with the ability to interact in real-time with their customers. Customers use the portal to provide pertinent product data for all of the devices utilized and receive information from the vendor.

Features

- Product information
- Questionnaires
- Field Service
- Intelligent data collection
- Part 11 Compliance
- e-signature
- Ensure consistent customer responses
- Install Base Management
- Real Time Device Tracking
- Post market Surveys
- Intelligent design
- AI Ready
- Tailored to your Product
- Customer Service & Troubleshooting
- Patient data collection
- Clinical Data Collection
- Smart Layout design with Error prevention
- Case collection
- Decision tree

Benefits

- Seamless integration with your other solutions such as CRM, Complaints Management and more.
- Customer Portal comes with Install Base Management and real time tracking.
- Smarteeva customers and users can access Smarteeva portal anywhere on any device.
- Built completely on the Force.com the most modern cloud architecture available today.
- Seamless integration with our simple to use API's connecting all your data.
- Maximize adherence to company processes and reduce costly lag in data collection
- Smarteeva offers lower up-front implementation costs and more predictable spending.
- Eliminates the need for costly upgrades and maintenance with no new hardware.
- This lightweight, web-accessed solution accelerates deployment, with minimal burden on your IT department.
- Smarteeva is built on a user-friendly platform and it takes less time to train your staff.
- Each release includes a Validation Package with all of the supporting documentation.

