



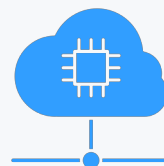
INTAKE & COMPLAINTS MANAGEMENT

Smarteeva's Intake and Complaint Solution provides the next generation of complaints and investigation management by fully integrating risk management and customer self service. This state of the art cloud based application is fully compliant with regulatory requirements for life science companies. Complaints management is a critical regulated business process, an integral part of post-market surveillance activities every life science company has to manage.



Complaint Precision

Utilizing embedded Artificial Intelligence, the solution lets you collect all necessary and complete initial complaint data, followed by the ability to run automated risk assessments to help determine the level of risk associated with the complaint.



Machine Learning

Leveraging machine learning capabilities, the solution guides the users through the right investigation and assessment path to ensure a complete feedback loop and compliance with regulatory authorities such as FDA, EU, PMDA, TGA etc.

Whether your volume of complaints is high or low, an efficient, thorough, user friendly solution is key to maintaining compliance but also to run an efficient and flexible operation that spans customers, suppliers, and many other global stakeholders.

Smarteeva Intake & Complaints Management

A closer look at features and benefits

Smarteeva's Complaints Management solution is a comprehensive yet easy to use and friendly application designed from the ground up to address life science companies regulatory requirements.

Features

- Complaints intake & processing
- Adverse event reporting determination
- AI driven investigation management
- Intelligent design
- Tailored to your Product
- Root cause analysis
- Real Time reporting and dashboards
- Seamless integration with SFDC and other CRM solutions
- Smart Layout design with Error prevention
- Case collection
- AI driven decision tree
- Real-time collaboration
- Customer portal seamless integration
- Built-in Smart Audit Trail
- Intelligent data collection
- Part 11 Compliance
- e-signature

Benefits

- State of the art investigation and root cause analysis with built in machine learning
- Intelligent investigation management and dynamic forms guide users through the correct feedback loop
- Seamless integration with your intake solutions, CRM, call-center management
- Maximize adherence to company processes and reduce costly lag in data collection
- Smarteeva offers lower up-front implementation costs and more predictable spending
- Intuitive design, simple and easy user adoption and faster setup and deployment
- 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

