

# IQVIA Digital Sample Management

*Automated sample tracking tool featuring legally compliant, remote signatures*

## Your challenge

### **IF EVER THERE WAS A PROCESS RIPE FOR AUTOMATION, IT IS SAMPLE MANAGEMENT**

Manual processes and paper trails are simply not up to the job. Field reps have no visibility into sample fulfillment or the status of their quotas, and have to spend time collecting handwritten signatures from prescribers. Central administrators must physically track sample orders and manage stock, and are ill prepared for audits of their process compliance. The whole system is tedious, slow, and error-prone.

## The solution

### **DIGITAL SAMPLE MANAGEMENT APP**

The DSM App allows reps to quickly and easily determine sample stock levels and prepare digital requests, automatically checked against quota limits, by

- Selecting HCP from droplist or scanning Riziv number, via seamless integration with One Key
- Selecting or scanning product(s), including lot number(s)
- Presenting digital request to HCP for Qualified Electronic Signature (QES) collected
  - » Immediately using **Itsme**
  - » Later using IQVIA's delayed signature solution

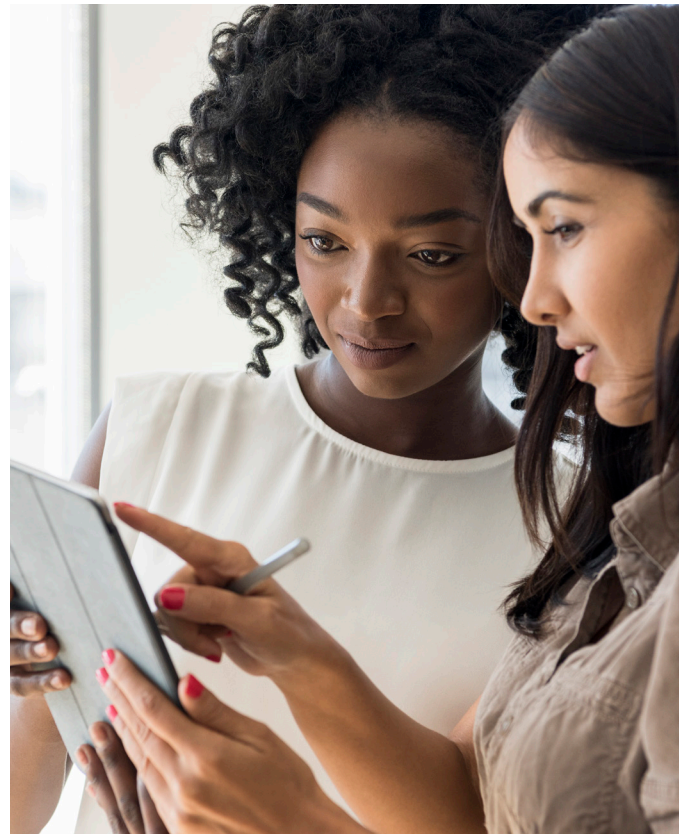
### **KEY PROCESS FEATURES INCLUDE**

#### **Inbuilt digital sample quota check**

- Automatically blocks requests if limits exceeded

#### **Qualified Electronic Signature**

- The most secure level of electronic signature and the ONLY one accepted by the FAGG

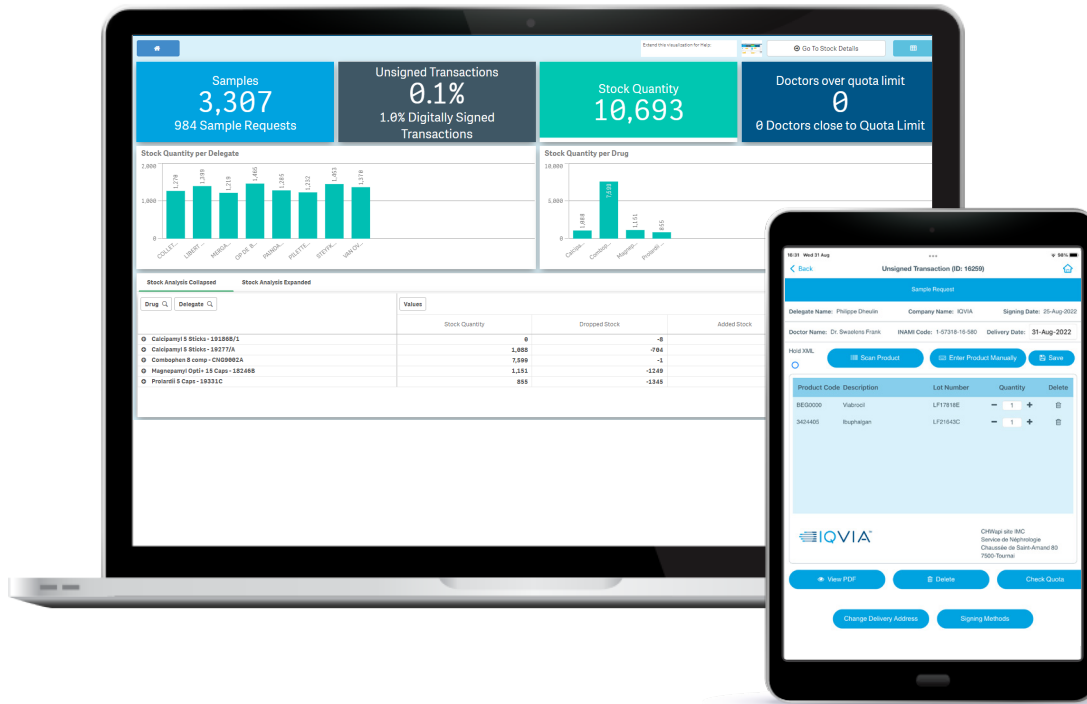


### **Delayed signature solution**

- Allows HCPs to sign at their convenience on **DOCCLÉ** platform using QES (Itsme or E-ID) via emailed link
- Enables reps to handle sample requests (eg, via email, website, phone) remotely without presence of HCP

### **Optional automation of sample delivery via logistic 3rd party**

- Optional API configured to fully automate delivery via logistic 3rd party in case of delayed signature, expensive sample or sample with special handling needs (eg, temperature)



## REAL-TIME DASHBOARD INSIGHTS

Click dashboard gives managers real-time information on

- Number of sample requests filed by rep/region/ in total
- Number of sample requests signed by rep/region/ in total
- Number of samples delivered by rep/region/in total (optional)
- List of HCPs to whom samples delivered by rep/ region/in total
- Signed request (pdf) including QES stamp for audit purposes

## The result

### FAST VISIBILITY TO THE ENTIRE SAMPLE ORDERING AND DISTRIBUTION PROCESS, ENABLING TIMELY AND COMPLIANT DELIVERY

The DSM App is

- **Efficient** — limits manual work and simplifies sample distribution
- **Accurate** — prevents manual input errors throughout the process
- **Secure** — allows access to only authorized and authenticated users
- **Legally compliant** — uses a QES, the only FAGG-accepted digital signature
- **Audit-ready** — stores all digitally-signed requests as pdf with QES-stamp for 10 years
- **Integrated** — optionally linkable to your CRM system or ERP of logistic 3rd party

## CONTACT US

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