

IQVIA Vigilance Detect

Transform your adverse event detection – any source, any volume, any timeline

IQVIA Vigilance Detect proactively identifies and validates safety risks from every data source using a combination of AI technology and hands-on safety experts. This solution **identifies 100% of potential safety risks** so you can respond to the adverse events (AEs) that matter and ensure compliance.

Common scenarios for Vigilance Detect

Remediation
of regulatory concerns

Analysis
of existing safety datasets

Continuous monitoring
of large volumes of unstructured data

Vigilance Detect is a highly configurable solution with options for the pharmacovigilance (PV) requirements of each project. The following customer case studies demonstrate how Vigilance Detect provides the **scale** and **performance** to detect AEs and other risks across increasing volumes of patient data as well as the flexibility to identify risks regardless of source or format.

Case study: Social media

Monitor company-owned handles and public social media campaigns

A Top 10 Pharma client needed to identify potential safety risks and support regulatory compliance on its various social channels: **350+ company-owned** social media assets, **20+ social listening market research** and digital monitoring projects, and **30+ command centers**.



Solution

Using AI and unique safety specific patterns, IQVIA Vigilance Detect **blended software automation** and human **pharmacovigilance expertise** to monitor social media for safety risks.



Rapidly distilled **unstructured social data sets** for valid and non-valid safety events.

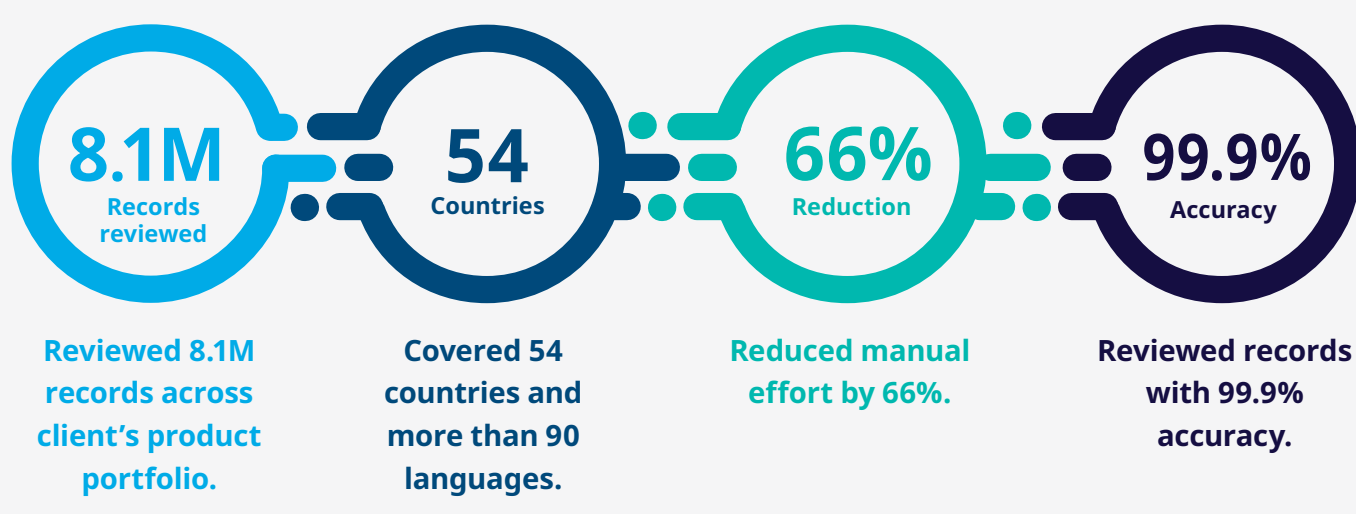


Centralized results in a **GxP compliant workflow** for human reviewers to validate and route to the safety team.



Sent non-valid events to an **analytics dashboard for trend analysis**.

Results



Case study: Voice & chat bots

Automate review of "voice", live and AI agents, and recordings

A customer monitored human-bot call interactions to **flag potential safety risk** and comply with global safety regulations. This customer sought a cost-effective technology solution to **report off-label use** to the safety team and **manage expected high call volumes** due to insurance policy renewals.

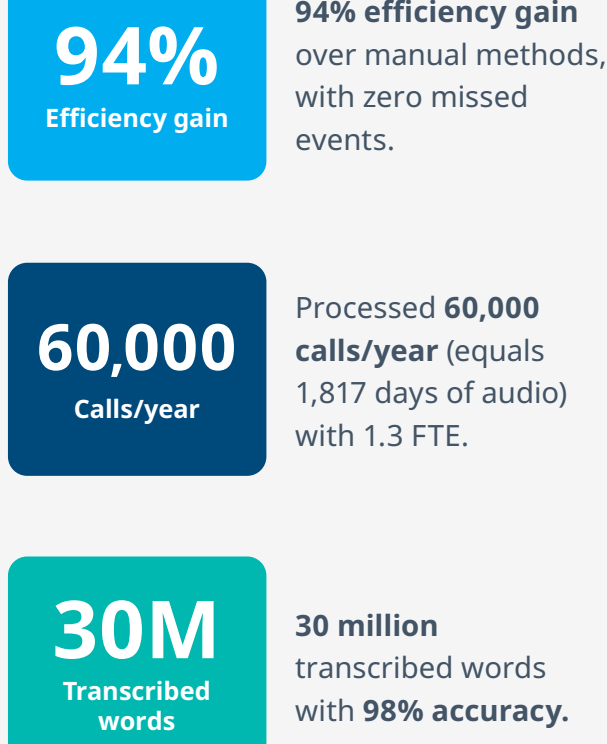
Solution

The client implemented Vigilance Detect to **automate the review of audio files**.

The Detect Voice module ingested AV files and **provided an output** to human reviewers to validate.

This approach **scaled and flexed** without adding costly headcount to the safety team.

Results



Case study: Patient support

Manage review of structured and unstructured data from patient programs

A client needed to review legacy records maintained by a third-party vendor that supported their REMS program. The source data captured interactions with **2,500 patients in different formats**. The client had to guarantee no missed safety events and reconcile with prior entries into their safety database.



Solution

IQVIA quickly deployed a combined technology and services solution that was in production in **fewer than four weeks** and completed the project just **two months after go-live**.



Vigilance Detect **automatically identified** potential adverse events from source data.

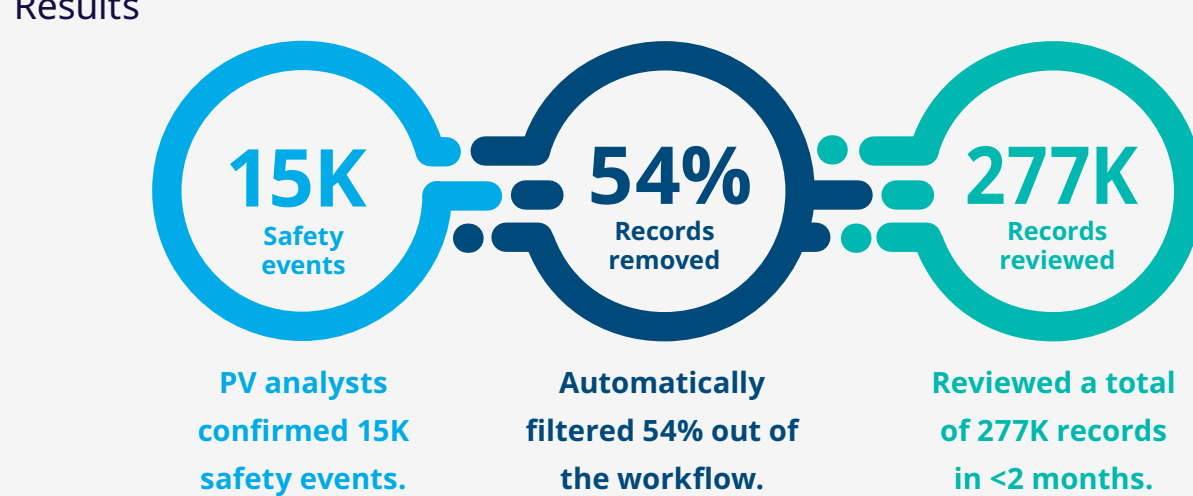


Provided a GxP compliant workflow for a **centralized PV review**.



The Lifecycle Safety Services team onboarded a **global team of PV specialists** to validate the technology outputs and remediate findings.

Results



Additional use cases

IQVIA Vigilance Detect manages Digital Data and Audit Support scenarios in addition to the Social Media, Voice & Chat Bots, and Patient Support use cases featured here.



Digital data

Monitoring of data from Apps, Wearables, etc. (any digital source). Can be paired with social media for omnichannel monitoring.



Audit support

Remediation and retrospective review of data residing in Operating Systems CRM, OCE, SFDC, Safety Database.

IQVIA Vigilance Detect – built for safety surveillance by safety professionals

Award-winning solution

- **10+ years** as the industry's leading compliance solution
- **500K+ safety-specific** terms and patterns
- Removes more than **60% of noise** and redundant review
- **94% time savings** achieved with audio files

Industry leading performance

- **4M+ digital records** processed
- **3M+** social media posts
- **1M+** CRM records
- **180K+** virtual assistant / chatbot interactions
- **100K+** emails and PDFs
- **60K** audio files

Unparalleled managed services

- **Review and validation** of system detect safety events
- Client, product and custom **ontology build out**
- **24/7 coverage**
- Average review in **less than 1 hour**
- Support for **over 50 languages**

Source: anonymized client data