Case Study

Streamlining Channel Distributor & IDN Contract Processes with IQVIA ValueTrak® Contract Management Module Cloud

An integrated solution for complete end-to-end data processing and reporting

Situation

A leading manufacturer in wound management products faced challenges in efficiently managing their expanding portfolio of end user facility contracts with their distributor channel partners. After some vendor research in the distributor data management space, the company contacted IQVIA MedTech for our expertise in channel sales and rebate data management. We offer a comprehensive solution in the distributor channel space that has evolved over the last 15 years through continuous improvement via a voice of customer process.

Challenge

Like many MedTech manufacturers, the company operates in the highly dynamic industry with varying types of distributor, IDN, and GPO contract agreements with constantly evolving stipulations that can be difficult to manage. Administering hundreds of contracts simultaneously with thousands of manual updates, the customer was faced with disparate and inefficient contract processes. Existing solutions were either too complex, lacked customization, or failed to integrate seamlessly with other business systems.

For example, the sales department had difficulties pulling master data maintained in one database into another for contract sales reporting and contract performance analysis. This often resulted in inconsistent reporting and stale master data.

Furthermore, pulling data from one database, then utilizing external software for merging, analysis, applying formulas, functions, and reporting became cumbersome. Additionally, the challenge of integrating sales data due to differences in data structures led to delays and potential errors in sales, fee payments, and compensation reporting.

IQVIA MedTech recognized these challenges as an opportunity to develop a holistic and easy-to-use contract management solution tool that could address these pain points.

Solution

IQVIA MedTech engaged with their customer base to understand a variety of contract-specific needs and pain points. With careful analysis of use cases, our team created an intuitive software as a service (SaaS) contract management tool that could adapt to various customer organizational structures. The tool integrates with IQVIA's core ValueTrak® system, offering additional streamlined solutions for sales and rebate data processing needs.

The customer opted for IQVIA MedTech's offerings and the ValueTrak Contract Management Module system due to its user-friendly interface, system interoperability, customizable features, and robust security measures. The implementation process was seamless, with the tool being integrated into their existing workflow and systems, ensuring minimal disruption and up-to-date reporting between various applications.

With an intuitive design, the ValueTrak Contract Management Module required minimal training for the front-end user interface. Regardless, we conducted a series of sessions for the customer's contract managers and analysts, ensuring swift and seamless integration and adoption by the teams involved.

Key features and functionalities:

Centralized repository: All contracts are stored in a secure, easily accessible central database repository.

Efficient workflows: Streamlines new contract creations, editing of existing contracts, contract renewals, and customer notifications.

Dashboards: User-friendly dashboards provide a comprehensive view of contract statuses with the ability to update and download reports that can easily be shared with distributors or integrated further into contract communication tools.

Comprehensive reporting: Internal maintenance notices, external contract notifications, and usage reports.

Contract   Products   Groups   Members   GPOs   **Partners**   Cots

Partner: Search for a Tradingpartner   ☐ Show Inactive   Add

Page Siz...   ...of 1, Sorted by Name Ascending

Name		SellerAssignId	Labels	Active	
Cardinal...		CAR	0	Yes	Download ▾

Compliance reporting: Streamlined notifications to trading partners in Excel/PDF formats on new contract notices, changes to existing contracts, and renewals or non-renewals.

EDIT CONTRACT: TEST_03

Contract   Products   Groups   Members   GPOs   **Partners**   Cots

Partner: Search for a Tradingpartner   ☐ Show Inactive   Add

Page Size: 50 | 100 | 500   Displaying records 1 to 1 of 1, Sorted by Name Ascending   Keywords: [   ]   Search

Name	Abbrev	SellerAssignId	Labels	Active		
Amerisource Bergen	AMB	AMB	0	Yes	Download ▾	Delete

Excel
PDF
PDF (With Renewal Status)

Contract Description:
Distributor:
Contract End-User:
Effective Date: 05/01/2018
End Date: 02/28/2026

Contract ID	Contract Description	Distributor Name	Product ID	Description	Contract Price	Pricing UOM	Item Effective Date	Item Expiration Date
100041	100041		00000	xxxxxxxxxxxx	2.77	EA	05/01/2018	02/28/2026
100041	100041		00001	xxxxxxxxxxxx	3.99	EA	05/01/2018	02/28/2026

Client Approval	
Signature:	
Printed Name:	
Date:	

ACKNOWLEDGEMENT OF RECEIPT	
Signature:	
Printed Name:	
Date:	

Results
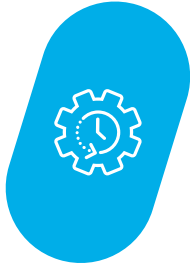
Efficiency improvements:

Reduction in contract processing time and faster resolutions resulted in fewer errors to real-time updates impacting chargeback data processing.

Cost savings:

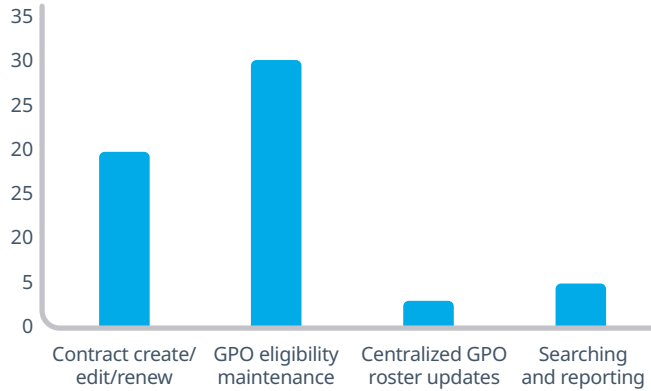Reduction in errors and reconciliation delays resulted in reduced operational costs.

Improved compliance:

Enhanced visibility and tracking resulted in improved compliance with client requirements.

Improvement from manually managing contracts vs. utilizing the IQVIA ValueTrak Contract Management system
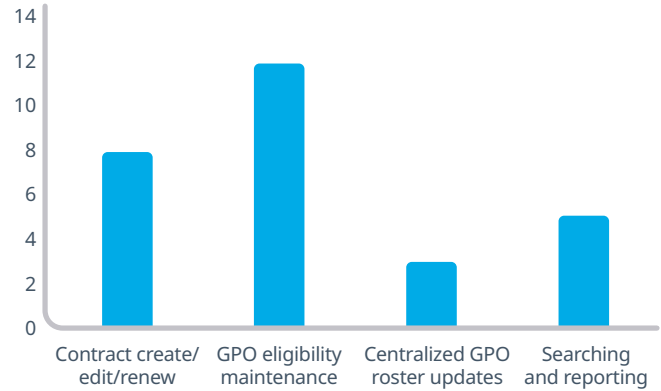
Hours saved (Monthly)

CATEGORY	HOURS SAVED (MONTHLY)
Contract create/edit/renew	20
GPO eligibility maintenance	30
Centralized GPO roster updates	3
Searching and reporting	5

*Hours saved per month on a medium size client (100k+ transcations monthly). Hours may vary depending on the complexity of clients contract system.

Improvement utilizing IQVIA ValueTrak Contract Management vs. another contract management tool

Hours saved (Monthly)

CATEGORY	HOURS SAVED (MONTHLY)
Contract create/edit/renew	8
GPO eligibility maintenance	12
Centralized GPO roster updates	3
Searching and reporting	5

*Hours saved per month on a medium size client (100k+ transcations monthly). Hours may vary depending on the complexity of clients contract system.

"Having ValueTrak Contract Management in one environment streamlines operations and adds significant value. The reporting is fast and professional. The support and response to questions have been awesome!"

— Contract Manager

Results

SALES TEAM: Can now easily view product contract costs and perform simple lookups, analyzing sales performance data trends.

REBATES AND GPO TEAM: Can research contract eligibility via the integrated GPO lookup process.

CONTRACT MANAGEMENT: Can easily create, edit, renew contracts, and produce various notification reports to update customers on contract changes.

With the realized success, the manufacturer expanded the system licenses to integrate the IQVIA ValueTrak Contract Management Module with other enterprise offerings, creating a seamless workflow.

IQVIA MedTech's partnership with the customer has proven to be an integral part of their sales, contract administration, and operations process improvement, providing a scalable and efficient solution to their contract management challenges. The successful implementation has positioned the company for added growth with strategic contract compliance monitoring in an ever-evolving business landscape.

Our flexible contract management tool has not only addressed our customer's immediate needs, but has also positioned them for future advancements in contract management technology. By prioritizing flexibility, integration, and a user-centric design, IQVIA MedTech has set a new path for efficient and tailored contract management solutions that is affordable compared to other tools in the industry.

The ongoing success of the ValueTrak Contract Management Module has inspired IQVIA MedTech to continue refining and expanding its capabilities. Development plans include incorporating contract analytics, insights, and exploring enhancements using the latest technologies.

About IQVIA Connected Intelligence™

Connected Intelligence brings together IQVIA's unique portfolio of capabilities to create intelligent connections across its unparalleled healthcare data, advanced analytics, innovative technologies, and healthcare expertise to speed the development and commercialization of innovative medicines that improve patients' lives.

Discover new insights, drive smarter decisions, and unleash new opportunities with the power of IQVIA Connected Intelligence.

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