



Verista 360° Managed Services: A Transformative Approach to Greater Client Value and Results

THE FUTURE OF SERVICE DELIVERY

Life sciences organizations are turning to innovative outsourcing models as they seek to optimize resources and reduce costs, while ensuring successful business outcomes. Ultimately, they are looking for ways to be flexible and agile as it relates to projects, staffing and changing business needs. They desire to align with a LEAN organization where they are optimizing internal talent, and efficiently leveraging partners to focus on strategic priorities and activities that are not considered the client's core competencies. Furthermore, these organizations demand a culture of continuous development where their partners are as concerned about improving operations as they are.

Today, organizations are overly engaged on how to get the job done rather than delivering true value to the business. Current business models are highly transactional and offer little value in terms of leveraging spend, single source partnerships and service level agreements. Clients want to focus on the “what” (i.e., the desired business outcome), but oftentimes these models force stakeholders to fall back to the “who” (i.e., people and resources), which prevents them from meeting optimization, cost savings and core competency objectives.

Greater Service. Greater Value.

Verista 360° Managed Services solves the challenges associated with the demanding business functions of IT, quality, compliance and data management. By implementing a flexible resource model, optimized processes, best-in-class technology, and proven project oversight methodology that focuses on continuous improvement, organizations can focus on their core competency of bringing products to market faster and safer.

As a trusted and dedicated partner, we become an extension of our clients' in-house technical capabilities, so they have the ability to focus their attention on more strategic business drivers and opportunities. Verista 360° Managed Services is a high-value investment that drives shareholder value and provides clients with the confidence, trust and ability to sleep at night, knowing everything will be OK.

VERISTA 360° MANAGED SERVICES

GREATER VALUE AND LEVELS OF SERVICE

1. SIGMA (SOLUTION. IMPLEMENTATION. GO-LIVE. MEASURE. ACCELERATE.) PERFORMANCE PLATFORM

A cross functional roadmap that delivers exceptional client experiences. SIGMA provides value to clients through enhanced satisfaction, trust, quality, efficiency, execution, visibility and outcomes.

4. MEASURING CLIENT VALUE

Robust 360° client view and careful monitoring of KPIs ensures continuous course adjustment and greater client satisfaction. A series of metrics reporting demonstrates the following:

1. Governance and outcome-based results.
2. Quality and compliance accelerators.
3. Continuous improvement and client value.



2. DYNAMIC CAPACITY MODEL

Real-time scalability to meet client demand, improve operational efficiencies, reduce onboarding time and support capacity needs. Dedicated core team of resources with deep client, domain and technical knowledge keep continuity of effort and delivery quality. Skilled flexible team of resources can be added and brought up to speed seamlessly with little to no client guidance.

3. TECHNOLOGY ACCELERATORS

Multi-level technology enablers (e.g., eValidation, eDocumentation, robust analytical reporting, etc.) to accelerate the client environment, enabling them to get products to market faster and focus on their core competency of producing life-saving products. Our technology platforms drive new levels of functionality and speed.

ABOUT VERISTA

Verista is a leading business and technology consultancy firm that provides systems, compliance, validation and quality solutions to life science companies enabling them to improve health and improve lives. We help clients solve their most critical and complex challenges across the GxP lifecycle, from preclinical and clinical to commercialization, manufacturing and distribution – bringing together decades of knowledge, the most advanced engagement platforms and transformative technologies. This allows clients to benefit from the ease, efficiency and trust that results from working with one partner who excels across specialties. Verista's clients trust the company's 500+ experts to deliver consistent, safe, and high-quality results across the product development lifecycle.

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