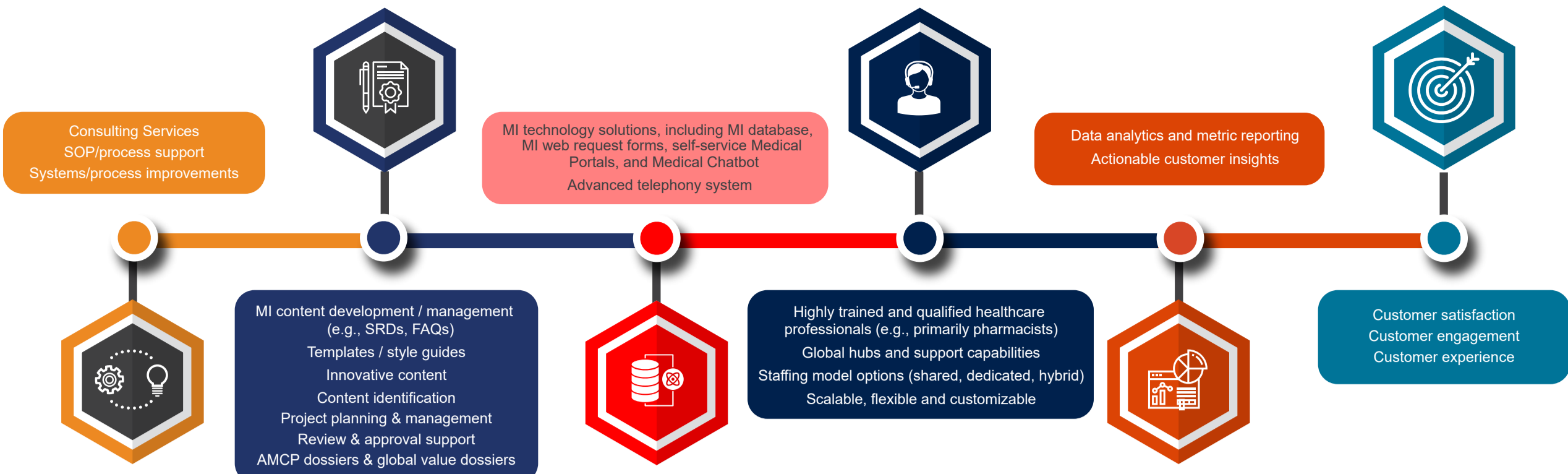


# EVERSANA's End-to-End Integrated Global Medical Information Service Offering



A Holistic and Customer-Centric Approach to Medical Information

## EVERSANA's Global Medical Information Presence

Ready to Support Clients Globally. Currently, we provide MI support for U.S., Canada, Europe, LATAM, and APAC from our established global MI hubs. We also have remote MI specialists and MI leaders throughout the U.S. and Europe.



\* Targeting 2023 / 2024 to establish MI contact center hubs in China and Japan, where EVERSANA already has offices and infrastructure established.

## Foundational Pillars of Our Medical Information Services



As a strategic partner, EVERSANA provides high-quality service and engagement throughout the product life cycle to ensure optimal support of our clients' important stakeholders — *the patients and healthcare professionals they serve.*

## Medical Information Contact Center Services

Practiced ability to flex and grow with our clients' ever-changing medical information needs, especially as they move from concept to launch.



### ESTABLISHED

- 25+ years of experience and expertise supporting branded, generic, biosimilar, OTC, medical device, digital therapeutics, and veterinary products
- 200+ contact center clients
- >50% of current clients with a 7+-year partnership
- Robust infrastructure with advanced technologies
- Scalable and customizable staffing, offering dedicated, shared, and hybrid staffing models

### BROAD DISEASE STATE EXPERTISE

- Oncology, hematology, rare diseases, immunology, cardiology, dermatology, urology, gastroenterology, infectious diseases, nephrology, neurology, pain, rheumatology, respiratory, ophthalmology, endocrinology, pulmonology, hepatology, consumer products, woman's health, and more

### KNOWLEDGE AND EXPERTISE

- Operational excellence and industry best practices
- MI inquiries answered live by highly trained MI specialists with subject matter expertise
- Thorough understanding of MI guidance, regulation, and best practices
- Integrated and harmonized business processes
- Global, regional, and local services by native language speakers, including an expanding global presence

### PERSONAL AND CLIENT FOCUSED

- Frontline, personalized, and patient- and customer-centric approach
- Highest goal is customer satisfaction and engagement with first-contact resolution when possible
- Custom and comprehensive services to meet client needs, especially the needs of the patients and healthcare professionals our clients serve

For additional information, click here