Pharma IT
A ProductLifeGroup Company

Veeva Services

Support for your Veeva Vault every step of the way

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Maria Andersen
Director of Veeva Services

We are experts in Veeva Vault applications

Pharma IT can support you in leading your Veeva implementation, acting as an integral part of your team across various roles, or managing your Veeva system administration, maintenance, release, change management, and support activities across multiple vaults. With our extensive experience, we can provide your project excellent consulting, offering insights from both system and line of business perspectives.

Pharma IT provides tailored assistance with

Veeva Services Partner CERTIFIED Development Cloud

- **Advisory**
- **Implementation**
- **Support & Administration**

Pharma IT has over 100 customers of all sizes. We value all types of assignments, from small projects to large enterprise solutions.

You can find an excerpt of our customer roster below

ascendis pharma · mAbs Therapeutics, Inc. · Théa PHARMA · SANDOZ · NOVARTIS · PHOTOCURE® THE BLADDER CANCER COMPANY · oncopeptides · LEO · LFB S.A. · novo nordisk · FERRING PHARMACEUTICALS

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Veeva Vault Services

Advisory

- System and Technology Evaluation
- Business Case Development
- Best Practice Advisory
- Business Process and Scoping Advisory
- Strategy

Implementation

- Quality and Compliance Advisory
- Project Management
- Subject Matter Expertise on Processes and Configuration
- Validation Services
- End-user Training and Line of Business Support
- Migration Services
- Writing SOPs and Instructions
- Creation of Interactive Training Courses in Articulate

Support & Administration

- User Support
- Training of New Users
- User Administration
- Analysis and Potential Validation of Business Changes
- Analysis and Potential Validation of New Releases from Veeva

Looking for a service that isn't listed? Or for cross-functional support?

This list is non-exhaustive.
Reach out to our team about any additional needs, or support services.

Selected Veeva Certified Consultants

Maria Skou Andersen, MSc *Veeva Services Director*

Senior Pharma Consultant with 6 years of experience with Veeva system administration and multiple implementations in the domains of Quality, Safety, Regulatory, and Clinical. Specialist within the area of Drug Safety. Subject matter expert within Veeva configuration. Experience with release and change management. Experienced in post-go-live hypercare, hosting user training sessions and developing training materials, SOPs, and working instructions.

Katalin Marthi, MSc, PhD *Principal Consultant*

Over 20 years of experience in research, teaching, project, and operational management at several pharmaceutical and medical device companies. Particularly focused on processes, anticipating and mitigating risks, and sharing lessons learned. Experienced in the roles Veeva Technical Architect, Veeva Release Architect, and project management within the domains of Clinical, Regulatory, Quality, and UPS. Experienced in Veeva implementation projects across vaults.

Mengqi Wang, MSc *Principal Consultant*

Over 9 years of experience within the pharma industry including multiple Veeva projects in RIM, Clinical and Quality covering activities from Proof of Concept to configuration, testing, implementation, creation of business processes, go-live activities, hypercare, user onboarding, training and support. Experienced in the following line of business roles: Clinical Process Manager and Application Specialist, and Regulatory Data Analyst and Professional.

Peter Noes, MSc *Principal Consultant*

Approaching 20 years of experience in the pharma industry, mainly with business processes and IT systems within Regulatory Operations. Specialist within Regulatory Information Management Systems (RIMS), Electronic Documents Management Systems (EDMS), eSubmission/ eCTD systems, records management, xEVMPD and IDMP. Experience with project management, system administration and implementation and with creating and optimizing business processes within GxP areas.

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Selected Veeva Certified Consultants

Zita Tóth, MSc *Principal Consultant*

Over 20 years of experience in the pharmaceutical industry. Experience in the roles of solution architect, project manager and senior consultant for Veeva Vault RIM and Quality applications in the implementation and post-implementation phase. Zita has hands-on experience in analyzing client requirements, planning and executing configuration changes in Veeva Vault, problem solving, and providing input for changes. Subject matter expert in GMP from various roles in a manufacturing company.

Amalie Green, MSc, HD *Principal Consultant*

Director of IT Applications with 12 years of experience with GMP, optimization and processes, primarily within Finished Good Manufacturing and Quality Assurance. Experienced in the role as Qualified Person and as QA, in particular with documentation of processes, SOP writing and a deep understanding of the QMS processes. Experience with implementation of QualityDocs, QMS and other non-Veeva applications in the Compliance Lead role.

Akos Ipcsics, MSc *Senior Consultant*

Over 9 years of experience in the pharma industry, mainly within Clinical and Drug Safety domains. Experienced in the roles of solution architect and post-implementation consultant primarily in the domain of clinical operations. Experienced in leading requirement workshops and performing gap analysis. Specialist in configuration, validation, migration, integration, release management, end user and admin training, and go-live activities.

Dora Vangel, MSc *Senior Consultant*

7 years of experience with clinical information systems, Veeva Clinical Suite and Clario eCOA applications in particular. Experienced in the role as Solution Design Analyst, Solution Architect, Functional Analyst and Configuration Specialist roles on IT implementation projects and specializes in clinical processes and applications with additional domain knowledge within Pharmacovigilance.

Selected Veeva Certified Consultants

Ewa Czajkowska, MSc *Senior Consultant*

Over 6 years of experience in the pharma industry, mainly in the roles of Regulatory Affairs specialist and publisher, and Veeva RIM solution architect. Specialist in the following activities: implementation, migration, validation, hypercare, post-implementation, and Veeva release management. Experienced in guiding clients in implementing Veeva Vault best practices.

Peter Maia-Veres, MSc *Senior Consultant*

Over 10 years of experience in the pharma industry, mainly within Clinical and Drug Safety domains. Holds 4 years of Veeva experience in the roles of solution architect, project manager, product owner and post-implementation consultant primarily in the domain of clinical operations. Experience as migration business analyst in large pharma company. Specialist in performing gap analysis, configuration, validation, end user and admin training, and go- live activities.

Tzong-Yuan Lin, MSc, PhD *Senior Consultant*

Over 10 years of experience within research and pharma. Experienced in the clinical domain including roles of CTA and Study Start-Up Specialist. Multiple years of experience within Veeva Vault implementation, project management, validation, configuration, UAT development, creation of training material and release management in Veeva Clinical, RIM and Quality. Tzong-Yuan holds a PhD in Biology.

Ahmed Al-Rubai, MSc *Consultant*

5 years of experience with IT system administration, validation and implementation in the Clinical, Quality and Regulatory domains. Subject matter expert within eTMF and CTMS including best practice on business processes and integration with other non-Veeva applications. Experienced end user trainer, and with development of training material, admin handbooks, and SOPs. Ahmed holds a Master of Pharmaceutical Sciences.

Selected Veeva Certified Consultants

Morsal Ghafory, MSc *Consultant*

6 years of experience with IT system administration within Clinical, Quality and Regulatory vaults. Subject matter expert in vault-to-vault connection and eTMF processes. Experience with system implementation, configuration, user management, release management, and the creation of test scripts and training material. Extensive experience with end user support and training across vaults. Morsal holds a Master of Sciences in Medical Market Access.

Linda Dang, MSc *Consultant*

4 years of experience with IT system management and implementation primarily in the Safety domain. Experience with change implementation and validation, performing period system reviews and end user support within Veeva Safety, Quality and RIM. Knowledge of MedDRA and aggregate report tabulations, and experience with developing of SOPs, work instruction, and reports. Linda holds a Master of Pharmaceutical Sciences.

Meliha Kesmez, MSc *Associate Consultant*

4 years of experience with Veeva system administration in Veeva Clinical (eTMF + EDC), RIM and Quality including activities such as end user support, change implementation and validation, creation end user training material in articulate, and release management. Business processes experience within Regulatory Operations. Meliha holds an Master of Science in Biomedicine.

Alexander M. Andersen, MSc *Associate Consultant*

4 years of experience within Regulatory Affairs, including data entry and compilation of eSubmissions. Experienced Veeva Vault system administrator within RIM, Quality and Safety including activities such as change management, end user support and IT validation. Experienced admin for non-Veeva safety applications (Argus, HALOPV). Alexander holds a Master of Science in Bioinformatics.

Selected Veeva Certified Consultants

Asger J. Sørensen, MSc *Associate Consultant*

2 years of experience in Veeva system support within the domains of Clinical (eTMF, CTMS) and Quality (QualityDocs, QMS). Experience in implementation of Veeva applications and configuration changes, including preparing and executing test cases. Experience with eTMF transfer and document migration using Vault Loader. Asger holds a Master in Health and Informatics.

Emil H. Christiansen, MSc *Associate Consultant*

4 years of experience in the Healthcare industry. Experience with Veeva System Maintenance and Support. This includes support and change management, incident management, test preparation and execution, and regression testing of Veeva releases. Holds in-depth experience with project management, e-learning development, and AI implementation. Emil holds a Master in Health and Informatics.

Ugne Urbaityte, MSc *Associate Consultant*

2 years of experience in IT System implementation within the Pharma industry in addition to 4 years of experience as a research assistant within the area of organic chemistry. Ugne is a compliance specialist with experience from multiple implementation projects taking on roles of compliance manager, compliance lead, test manager and tester. Experienced in migration validation and documentation. Ugne holds a Master in Organic Chemistry.

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Want to get in touch?

Contact
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