



Field Operations

Maximize Talent, Minimize Distractions:
Field Operations Made Efficient

Conexus Solutions, Inc. is the trusted partner for emerging life sciences companies striving to optimize their field operations. These companies invest significantly in cutting-edge technologies and streamlined processes to drive business efficiency and uphold stringent compliance standards. Yet, amidst these investments, a crucial question arises: Are their field operations teams leveraging these resources to their utmost potential?

Our Field Operations practice area is dedicated to addressing this challenge head-on and providing comprehensive support tailored to our clients' specific needs.

We understand the vital role that field operations play in the success of life sciences companies, and our mission is to empower these teams with the tools and knowledge they need to thrive in today's dynamic environment. Whether clients prefer to leverage our applications independently or require our expert support, our offerings are designed to seamlessly integrate with their operations, ensuring that their investments translate into tangible operational advantages.

Customer Need

In an era where field operations are pivotal to business success, companies seek solutions that address their evolving operational challenges and empower their teams for maximum efficiency. Our Field Operations offerings are tailored to meet these specific customer needs:

- 1. Flexible** – Life science organizations need adaptable solutions to accommodate changing operational demands and industry trends. Our offerings offer customization for diverse needs and growth paths.
- 2. Scalable** – As organizations grow or enter new markets, they require scalable solutions that maintain efficiency. Our tools seamlessly scale with business growth, ensuring ongoing support and optimization.
- 3. Real-Time Visibility** – Real-time insights are crucial for informed decision-making and strategic initiatives in today's business environment. Our offerings offer comprehensive dashboards and reporting tools for immediate visibility into key metrics and operational trends.
- 4. Efficiency Enhancement** – Efficient field operations and resource allocation are key to productivity and cost reduction. Our tools prioritize operational efficiency through automation, streamlined processes, and actionable insights.
- 5. Compliance Assurance** – Organizations need solutions to comply with industry standards as regulations evolve. Our offerings boast robust compliance features and audit trails, guaranteeing adherence to regulations and best practices.

Key Offerings



Roster Management – A centralized repository for field employee data, including addresses, territories, and teams, accessible via a comprehensive dashboard providing real-time visibility and customizable options. It ensures auditable and trackable changes, facilitates flexible editing of key data elements for home office and field employees, supports automated extraction into downstream systems, and allows configurable email notifications for roster updates.



Territory Management – Ensures alignments are current and balanced to your parameters, with a hierarchical dashboard for visualizing alignments on a map view, supporting the creation of multiple alignments based on teams, comparison of “what-if” scenarios, and providing trackable alignment changes, enhancing sales coverage optimization, and market opportunity matching.



Target Setting – Offers a process-driven approach with a single repository for Territory Alignments, historical data storage for accurate Incentive Compensation (IC), and built-in intelligence providing workload balance insights. It enables modeling multiple scenarios, real-time workload metric adjustments, and audit tracking of all changes made, ensuring precision and adaptability in goal setting.



Incentive Compensation – Automates commission calculations and provides real-time visibility, ensuring sales teams stay on target. It allows easy upload of plan data, creation of multiple adaptable plans, and customization for role-based payout categories, streamlining processes while reducing errors and enabling quick adjustments to payout factors and kickers to align with changing strategies.



Help Desk – Provides first-point resolution for low-to-medium complexity inquiries, user access management, application support, and asset management. It offers a comprehensive ticketing system for issue tracking and escalation, maintaining contact with end users throughout the resolution process. Additionally, it ensures standard 8 am to 10 pm EST call center coverage, supplemented by 24/7 user self-service FAQ access, ticketing system availability, and email support for continuous assistance.

Equip your field operations with our tailored offerings, ensuring teams stay on task and focused.

Let’s unlock your team’s full potential and elevate your organization to unprecedented levels of achievement together!

Get In Touch!

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The **team** behind your **team**.



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