



## CASE STUDY:

# Flexible Resourcing for a Veeva Vault Implementation

## The Challenge

A mid-sized, clinical-stage biopharmaceutical company wanted to streamline its regulatory planning and tracking processes. They selected Veeva Vault RIM and QualityDocs to replace their existing SharePoint system. Since Veeva Vault is considered a GxP implementation project, it can take 12 weeks or more to validate the application, develop business processes, and train users. The client needed additional resources to support a project of this size.

The project would require a technical subject matter expert who was familiar with GxP and industry standards. This resource would be responsible for project management and facilitating activities such as authoring Validation Documentation, Budget Monitoring, UAT Execution, User Training, and User Management. The client did not have the internal expertise available to support the project. They were also working with a tight budget and needed the implementation schedule to be flexible so that key resources with limited availability could participate.



## The Solution

Conexus Solutions, Inc. worked with the team to analyze their current situation and better understand their goals for implementing Veeva Vault. Based on this analysis, Conexus proposed a custom implementation plan that addressed their resourcing, budgetary, and scheduling constraints.

Conexus provided professional resources that served in dual roles. These certified and experienced configuration specialists were well-versed in GxP and industry standards and were also able to serve as Project Managers on behalf of the client. They acted as liaisons between the client and Veeva to maintain the alignment of tasks and timelines throughout the project.

To address budgeting challenges, Conexus developed a customized billing approach designed to accommodate projects that must be completed in several phases according to internal resource availability.

## The Results

Since the client didn't have the resources to support critical validation and project management activities, Conexus employed a unique resourcing model that filled critical skill gaps throughout the length of the project.

**The Conexus team's experience in authoring Validation Documentation, Budget Monitoring, UAT execution, User Training, and User Management augmented the client's internal skill sets and enabled the client to implement Veeva Vault according to their unique needs.**

Conexus worked very closely with the client to coordinate and plan implementation activities that accommodated their schedules. Conexus extended this same flexibility into their billing model, offering a "pay as you go" plan that was built around the client's scheduling constraints. This unique approach enabled the team to see the value of their efforts and witness progress in their implementation project while working within budget constraints.

A flexible resourcing model, a customized project plan, and variable billing designed by Conexus helped the client implement Veeva Vault RIM and QualityDocs, successfully, and according to their specific timelines.



**A flexible Conexus solution helped the client successfully implement Veeva Vault RIM and QualityDocs, on time and in spec.**

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

Founded in 2016, Conexus Solutions, Inc. provides cost-effective, tailored advisory and managed outsourcing solutions that empower small to mid-size life science organizations to scale their commercial operations successfully. With a team of specialized industry experts averaging over 25+ years of experience, Conexus has the proven expertise to extend and enrich the commercial capabilities of its clients. We specialize in supporting excellence across all three Veeva Clouds and offer a comprehensive range of services, including Salesforce support, advanced analytics, cloud-based sales training, and other commercial solutions.



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📞 (609) 536-6009  
✉ info@cnxsi.com  
🌐 cnxsi.com  
📍 3121 US Hwy 22 East Suite 303  
Branchburg, NJ 08876