

Case Study:

Optimizing Veeva Vault Support

Strategic Managed Services Drove 60% Faster Response Times and Long-Term Scalability

Modernization Fuels Innovation

A global biopharmaceutical company implemented Veeva Vault to streamline its R&D operations, leveraging a full suite of modules including eTMF, Submissions, QualityDocs, QMS, and PromoMats. Due to limited expertise and resources, the platform was not properly maintained or optimized after deployment. This resulted in functional gaps and growing misalignment with evolving industry standards, limiting its ability to support user needs and operational workflows.

Ongoing organizational restructuring further shifted roles and responsibilities, reinforcing silos that hindered cross-functional collaboration and delayed process improvements. Over time, the system could no longer support the complex workflows, audit readiness, or agility required in modern biopharma R&D.

With increasing pressure to modernize outdated systems, organizations can no longer afford to overlook the risks of aging infrastructure. What were once technical constraints, such as limited scalability or compliance gaps, now pose critical risks to growth, agility, and resilience. Legacy technologies stand in the way of next-generation innovation. AI-powered automation and data-driven insights are key differentiators, enabling organizations to streamline operations and outpace competitors. Those slow to adopt these technologies risk escalating integration and system inefficiencies that are barriers to innovation.

In response to these challenges, the company initiated a comprehensive modernization of its Veeva Vault environment to stay aligned with emerging developments in automation, predictive analytics, and AI. Central to this effort, Veeva Vault's connected ecosystem provides the interoperability needed to connect functions across the value chain, driving transformation, accelerating long-term innovation, and maintaining a competitive edge.

To drive operational excellence and rapid growth, a global biopharma partnered with a trusted Veeva Vault Managed Services Provider. By aligning agile growth objectives with a compliant and efficient support model, the company achieved 60% faster response times, improved scalability, and reduced risk—enabling sustained performance and long-term success.

Solution Snapshot

Conexus Solutions, Inc. delivered a scalable Veeva Vault Center of Excellence that accelerated responsiveness, ensured continuity, and aligned with shifting R&D priorities.

- **Comprehensive Managed Services for Veeva Vault**
- **Expert support that reduces cost and resource demands**
- **Validated and Structured Software Release Management**
- **Rapid Change Management & Cross-Functional Alignment**

Achieved 60% faster response times to streamline communication and optimize operational efficiency.

Accelerating System Modernization and Operational Transformation

To ensure a compliant Veeva Vault migration aligned with life sciences best practices—such as platform integration, automation, and data-driven process optimization—the company partnered with Conexus, a global managed services provider specializing in enterprise transformation. The collaboration streamlined operations, mitigated implementation risk, and standardized Vault configurations across business units, while enabling scalable R&D growth and accelerating modernization aligned with long-term goals.

A dedicated Veeva Vault Center of Excellence provided proactive support and continuous platform optimization, leading to a 60% improvement in response times, improved compliance readiness, and expanded operational reach.

To maintain post-migration stability, the strategic partner developed a tailored lifecycle management plan covering configuration, validation, deployment, and enhancements. A structured Service Level Agreement (SLA) defines

performance metrics, response targets, and governance protocols to ensure continuity and audit alignment.

Working closely with Veeva and internal stakeholders, the partner ensured transparency in change control and supported user adoption through role-specific training and interactive demos, helping teams embrace new capabilities and adapt to evolving workflows.

Leveraging validated methodologies and a structured compliance framework reduced internal burden, ensured consistent system performance, and enabled secure, scalable growth. This end-to-end, user-focused approach combined proactive Veeva Vault management with reliable service delivery and measurable gains in efficiency, compliance, and innovation, aligning the organization with key industry trends such as decentralized data access, automated workflows, and integrated regulatory reporting.

Empowering Scalable R&D Operations

Through a strategic managed services partnership, the company optimized Veeva Vault workflows, strengthened cross-functional collaboration, and empowered users with tailored training and responsive support to accelerate adoption and embrace change.

Conexus provided end-to-end Veeva expertise from configuration, validation, and migration to post-launch stabilization, enabling seamless production rollouts, a 60% gain in efficiency, and reduced support costs through scalable, expert-led operations that reduce in-house staffing and minimize downtime through proactive monitoring and automation.

By establishing a dedicated Veeva Vault Center of Excellence, the company minimized manual processes, enhanced request traceability, and improved support responsiveness—capabilities that proved critical during a Health Authority audit, enabling timely and accurate resolution of inquiries.

Business Value Delivered Through Strategic Managed Services

Enabling Resilience and Innovation with Agile, End-to-End Veeva Vault Platform Management



Dedicated Resources for Veeva Vault Support and Maintenance

- Previously limited to a single internal resource for Vault support.
- Veeva Center of Excellence provides comprehensive global support with dedicated expertise.

Achieved 60% faster response times.



Evolving Business Needs Require Rapid Change Management

- Frequent organizational changes led to shifting roles, responsibilities, and evolving business requirements.
- Enabled agile change management and tailored solutions to support ongoing business transformation.

Cost Effective: Scalable expert support reduces costs and resource demands.



Operational Alignment, User Engagement, and Readiness

- Information silos limited knowledge transfer and the adoption of best practices.
- Expert Managed Services unified support workflows to streamline communication, align training, and equip users to sustain procedural change across regulated operations.



Streamlined Veeva Vault Releases

- No established process for managing Veeva Vault upgrades.
- Implemented structured release support, including impact analysis on new features, regression testing, and validation of new features.

With a scalable, compliant, and automated Veeva Vault platform supported by a strategic managed services partnership, the biopharma company is well-positioned to navigate the rapidly evolving life sciences landscape. By staying aligned with emerging technologies, shifting regulatory frameworks, and evolving industry priorities, the organization can accelerate innovation and meet the complex demands of today's biopharma R&D environment more effectively.

The team behind your team

Conexus Solutions, Inc. provides comprehensive outsourcing solutions that empower small to midsize life science organizations to scale and enhance their commercial operations. With a team of specialized industry experts averaging over 25+ years of experience, Conexus helps clients accelerate portfolio expansion, adapt to market dynamics, and build enterprise value. Conexus tailors advisory and managed technology services to mitigate risk and make life science organizations more competitive at every growth stage. It has the proven expertise to extend and enrich its clients' commercial capabilities, including Veeva and Salesforce solutions, advanced analytics, cloud-based sales training, and other services.



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