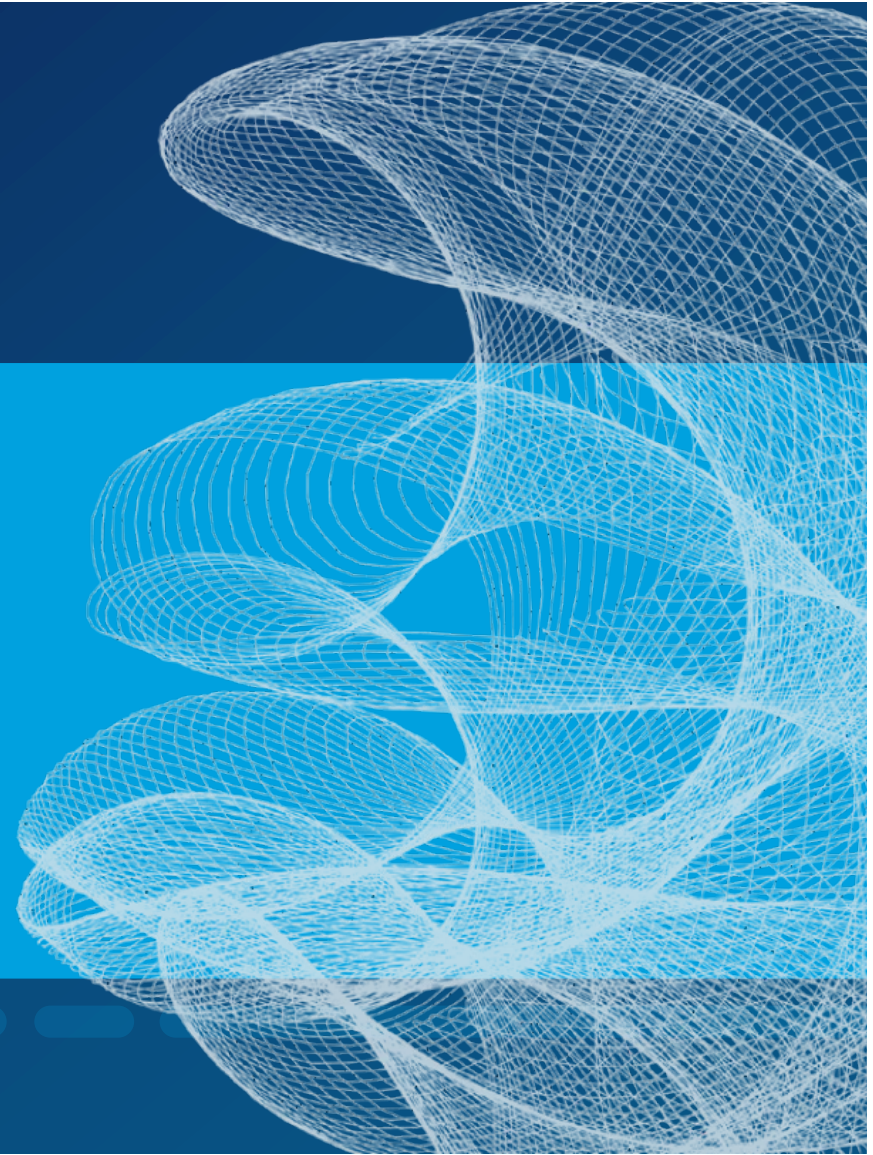


 IQVIA™ |  smartsheet

# Smartsheet for IQVIA



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The background features a dark blue gradient with a large, rounded rectangular area in a lighter blue shade on the right side. On the left, there is a complex, abstract pattern of thin, white, overlapping lines that resemble a network or data visualization. Several horizontal, rounded rectangular bars in a medium blue color are positioned across the top and bottom of the page.

# State of the Market

# The Challenge

Today's traditional tech stack was not built for agile, rapidly changing organizations.

Companies are forced to improvise, which only creates confusion and complexity.

# Rate of Change Is Increasing

## And disrupting the workplace

**95%**

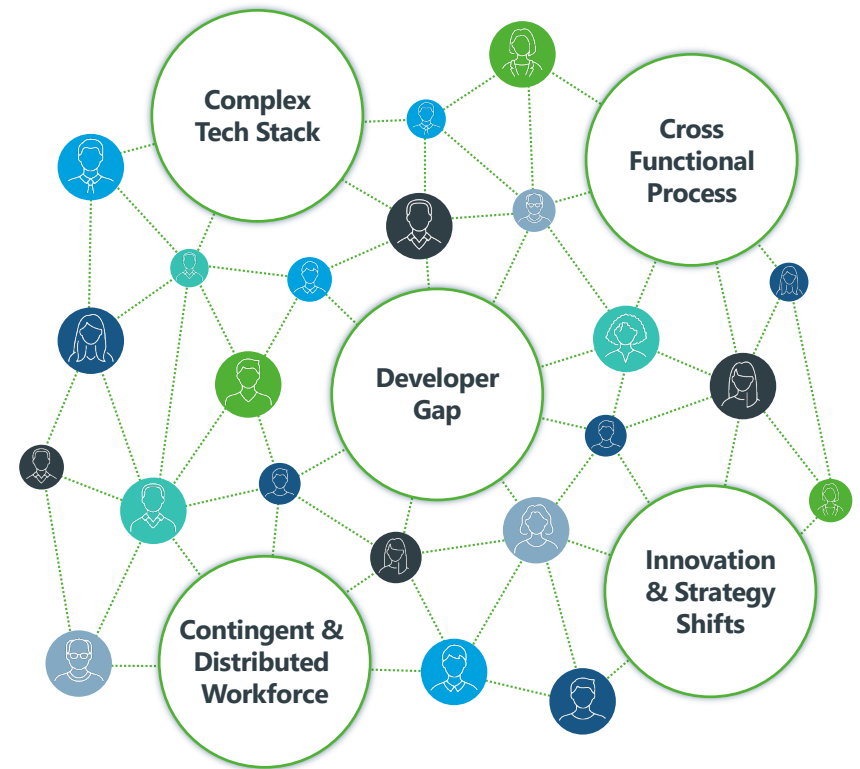
organizations lack a complete view of work <sup>1</sup>

**88%**

of complex projects fail to adapt to changing strategy <sup>2</sup>

**84%**

of employees are disengaged <sup>3</sup>



# The Solution

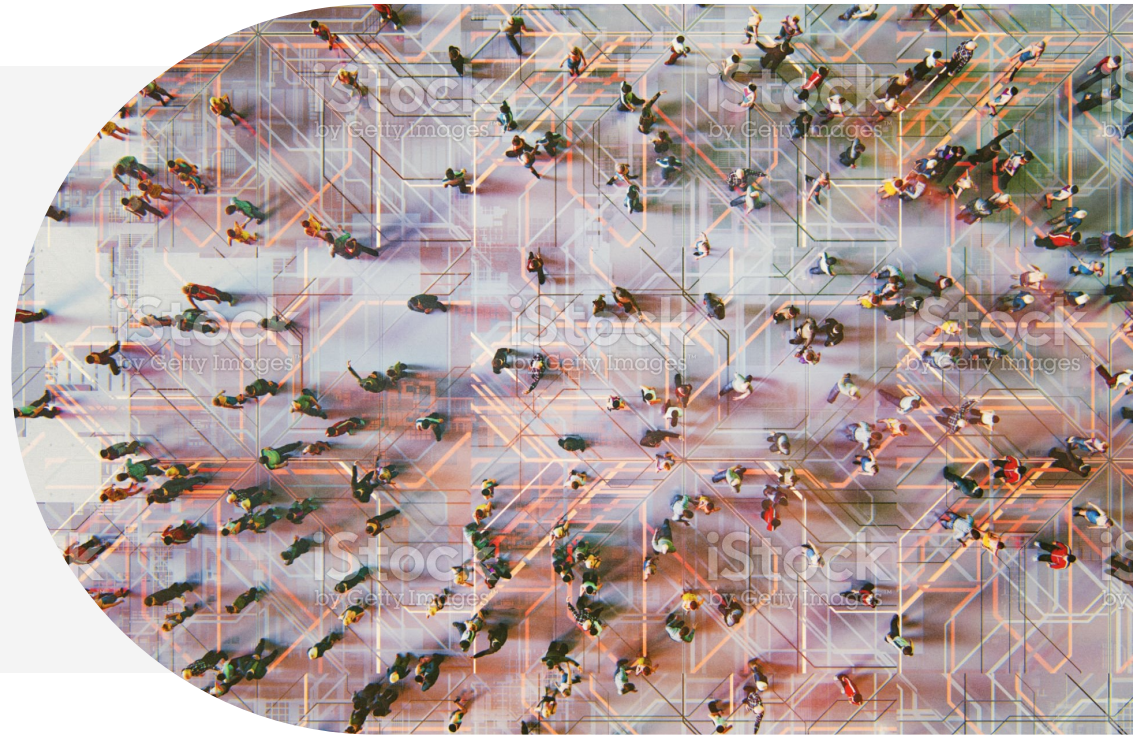
A dynamic work platform that unifies people, process, and technology to meet rapidly changing demand.



# **IQVIA Priorities**

# The IQVIA Purpose

Create intelligent connections across all aspects of healthcare and life sciences through advanced analytics, transformative technology, big data resources, and extensive domain expertise.







**It's all about  
connecting people**

# Enable your people to...



Navigate  
R&D  
complexities



Focus on  
healthcare  
outcomes



Empower and  
unite a global  
workforce



Strengthen  
strategic  
partnerships



# Navigate R&D complexities

Conduct and coordinate clinical trials through information sharing and real-time reporting



# Focus on healthcare outcomes

Focus on breakthrough solutions to realize transformational patient outcomes



# Empower and unite a global workforce

Enable teams to operate collaboratively,  
intelligently, and efficiently



## Strengthen strategic partnerships

Build strategic partnerships to unlock new opportunities, new revenue streams, and new services

The background is a dark blue gradient. On the left side, there is a complex, abstract pattern of thin, white, overlapping lines that resemble a network or a data visualization. In the center-right, there is a large, bright blue rounded rectangle. The text "Smartsheet for IQVIA" is written in white, bold, sans-serif font within this rectangle. There are also several horizontal, rounded blue bars of varying lengths scattered across the background, some above and some below the central rectangle.

# Smartsheet for IQVIA

# Welcome to modern work management



## **Flexible**

Gain agility and flexibility across single projects and multi-faceted, company-wide initiatives



## **Scalable**

Scale with confidence and achieve value as business requirements evolve



## **Robust**

Work the way you work and integrate with software you're already using



## The power of Smartsheet

- **Deliver projects faster**
- **Scale the team at the right time**
- **Forecast + prioritize pipeline**
- **Execute on strategic goals**
- **Drive more revenue**
- **Retain + engage employees**
- **Reduce security risks**



# Proven results

**680%**

ROI over three years

**6 mo.**

Payback period

**80%**

Reduced time spent on project, portfolio, and program setup

**75%**

Reduced reporting time

# IQVIA Smartsheet ROI: 12.6x

**\$299k**

R&D PPM solutions

**\$4.2m**

Operations solutions

**\$2.5m**

Project solutions

**\$775.7k**

Basic collaboration solutions

**\$139.9k**

Individual task solutions

**= \$7.9m**

# IQVIA Results

## Event and webinar management

### Situation

IQVIA manages ~1,000 events and webinars per year

### Solution

Implemented Event Control Center

- **Increased Productivity** – Standardized repeatable processes and automate reporting
- **Increased Efficiency** – Automated critical tasks, created consistency, and measured activity in real time
- **Managed Change at Scale** – Provided transparency to drive better and faster decisions

### Impact

- Increased productivity and efficiency across the organization
- Managed change at scale

## COVID-19 employee preparedness portal

### Situation

The COVID-19 crisis required many departments to communicate frequent changes to 60,000+ employees

### Solution

Implemented all-employee portal and FAQ request form

- **Increased Transparency** – Provided all employees with the resources needed to do their job in a time where changes were occurring by the day
- **Increased Efficiency** – Eliminated hours of manual work, saving time and money answering questions from all employees and automating responses
- **Managed Change at Scale** – Allowed subject matter experts to add and edit resources and push them out to multiple dashboards in real time

### Impact

- Created a platform for employees working remotely
- Eliminated hours of manual work saving time and money for the company (over 100,000 views+ to date)

# IQVIA Results

## Marketing and comms portal

### Situation

Marketing and communications offer hundreds of resources, systems, and tools and there was confusion about where to find resources and how to navigate the organization

### Solution

Implemented department portal and customized toolboxes

- **Increased Transparency** – Provided customized experiences for groups to stay focused and pull tools and resources important to them
- **Increased Efficiency** – Provided one-stop shop to access links to tools and resources
- **Managed Change at Scale** – Subject matter experts add and edit resources as required in one location and push them out to multiple dashboards

### Impact

- Provided single resource for all things marketing and communications

## IQVIA heroes initiative

### Situation

IQVIA has many extraordinary people that executive leadership wanted to spotlight

### Solution

Implemented a nominee form, tracker, approval process, and executive dashboard

- **Increased Transparency** – Provided executive leadership visibility into the amazing efforts in their business units
- **Increased Efficiency** – Eliminated hours of manual work collecting nominations and provided one location for approvers to review
- **Improve Collaboration** – Allowed regional approvers, publishers, and communications leaders to review, approve, take action, and collaborate

### Impact

- Provided a way to spotlight employees who demonstrated creativity, compassion, and commitment
- Highlighted employees who support customers, colleagues, and health systems during the COVID-19 pandemic

“ We’re actually managing **30% more projects** with the same number of project managers as we were before we implemented Smartsheet.

**Michael Ghrist**  
IT Account Manager for  
Commercial Operations



“ [Smartsheet] allows everyone in the company to see how their work is affecting the bottom line, which is when we can finish the project—because ultimately, **we need to get this medication to patients.**”

**Oscar Gonzalez**  
Program Planning Manager



**“It’s saved us time, it’s saved us resources,**  
and it’s also enabled us to stop focusing on  
administrative processes and start focusing  
on service delivery of care.

**Randy Cook**  
Chief Operating Officer

**aspenmedical**  
international



Let Smartsheet join you in your mission to

**change the  
future of  
healthcare.**



The IQVIA logo consists of a white icon of three horizontal bars of varying lengths on the left, followed by the word "IQVIA" in a white, sans-serif font with a trademark symbol (TM) to its upper right.

IQVIA™

The smartsheet logo features a white icon of a document with a checkmark on the left, followed by the word "smartsheet" in a white, lowercase, sans-serif font.

smartsheet

