

# IQVIA MedTech Field Service Program

*Supporting your technical product needs with the highest quality field teams*

## Today's reality

Limited internal capacity, spikes in demand, and a high sense of urgency make managing medical device upgrades, preventive maintenance, and repair support challenging. Many MedTech companies find themselves pulling internal resources from other key projects to focus on these often-unpredictable demand changes.

## The right solution — IQVIA MedTech Field Service Program

By building, deploying, and managing field service teams, an experienced and reliable partner can ensure a seamless operation to support your field service needs.

IQVIA MedTech offers customized solutions to fit the needs of your business. Our flexible model offers the ability to have committed resources for an extended period, or a team that is leveraged on an as-needed basis. Our field teams are comprised of a variety of different service backgrounds, and we recruit specifically to fit your needs. We manage the logistics (recruitment, deployment, management, and scheduling) to ensure optimal execution so you can focus on your core capabilities.

Program success is tracked and measured in our real-time analytics engagement platform. This provides the detailed reporting analytics needed to stay informed and evaluate where and when support is needed. These insights not only provide a clear view of the overall project, but also allow you to scale your business to maximize program success.

### AT IQVIA MEDTECH, WE BUILD TEAMS TO CONDUCT ALL LEVELS OF FIELD SERVICE EFFORTS, INCLUDING:

- Installation (hardware and/or software)
- Field actions and product upgrades
- Device unboxing and setup
- Preventive maintenance
- Repairs and break fix
- Remediations

### KEY BENEFITS

- Access to top talent of biomedical technicians throughout North America
- Flexibility and agility to expand and contract teams based on your needs
- Measurable data from real-time reporting to maximize program success
- Minimize SG&A costs associated with having full-time employees

# The IQVIA MedTech difference — Technology and data-driven results

The IQVIA MedTech Commercial Field Solutions Dashboard measures and tracks the progress and associated spend, providing you with immediate program visibility.



## INTERACTIVE AND CUSTOMIZABLE DASHBOARDS

Simple, clear, and interactive dashboards allow you to easily customize reports that show both the overall progress and filtered details of the program to help answer both your immediate and long-term questions.



## DATA TYPES

- KPI measurements (collecting, managing, and reporting quality data)
- Activities and spend by account, region, product, supervisor, and task
- Management effectiveness
- Expense to spend tracking



## WHO CAN BENEFIT

- Field Service Management
- Commercial Operations Teams
- Lifecycle Management Teams
- Commercial and Clinical IT
- Sales Operations Leaders
- Compliance Teams



## About IQVIA Connected Intelligence™

Connected Intelligence brings together IQVIA's unique portfolio of capabilities to create intelligent connections across its unparalleled healthcare data, advanced analytics, innovative technologies and healthcare expertise to speed the development and commercialization of innovative medicines that improve patients' lives.

Discover new insights, drive smarter decisions, and unleash new opportunities with the power of [IQVIA Connected Intelligence](#)