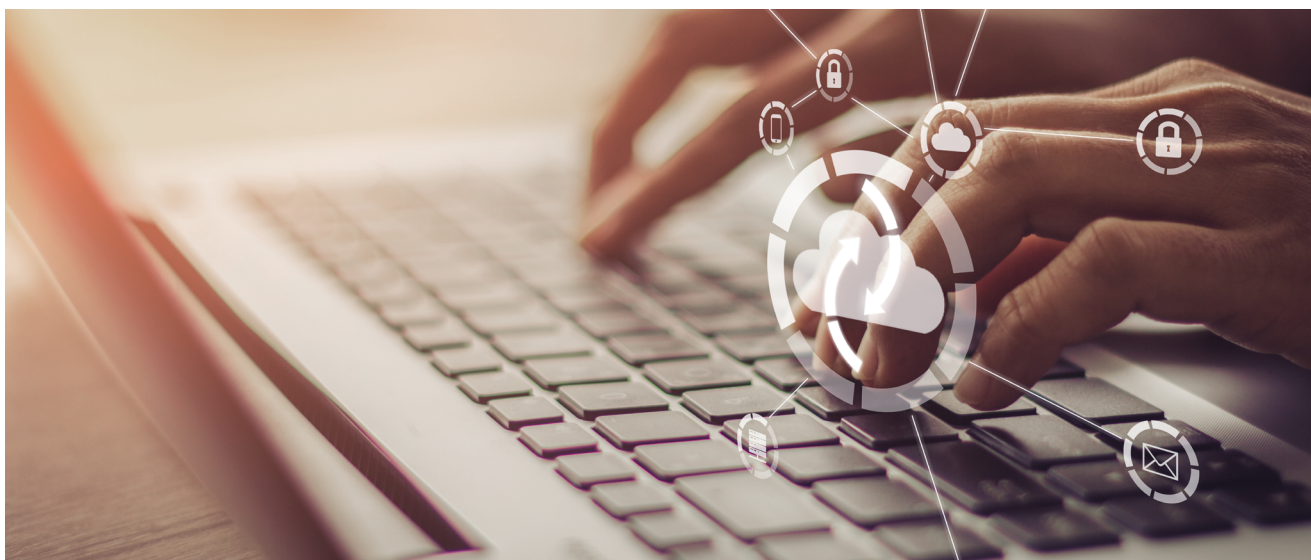# Post Implementation Managed Services for the Veeva Vault Platform

Streamlining the SaaS Vendor Upgrade Cycle

As clients are looking to move away from on-premises hosted application platforms and towards outsourced application management, challenges arise shifting from an on-demand upgrade process to a vendor-driven release schedule. Software as a Service (SaaS) vendors, such as Veeva Systems publish regular releases to their hosted applications and the clients must manage these updates on their end according to the vendor's schedule. Although the application upgrade is managed by the SaaS vendor, there is still a significant number of activities within each upgrade that the business and technical teams must perform. Our team of consultants and technicians can help streamline this challenge!

Challenges

Clients that implement a new SaaS ECM platform such as Veeva Vault benefit from the advantages of a shared, multitenant platform, but must also address the challenges of such an environment.

- A key advantage of these environments is to be driven and continuously improved based on client feedback and evolving standards. This means that the hosted application environment will be subject to regular release cycles to rollout these enhancements, along with other fixes and patches.

- Many vendors provide these updates several times per year, forcing clients to evaluate the impact of the changes and plan for their implementation every three to four months.

- To assess the impact, clients need to understand what was changed, how the changes will impact their current use, including impact to integrations and interfaces, validation documentation, business processes, standard operating procedures and training.

- A continuous review of the product roadmap in combination with the business process enhancements is essential to ensure alignment between the business vision and the product direction.

- Additionally, »common« post-implementation topics still need to be addressed as well, such as user management, system usage questions, incident, request and change management.

Solution

fme is a certified Veeva Systems partner - supporting clients in the management of Veeva Vault Implementations and addressing post-implementation challenges.

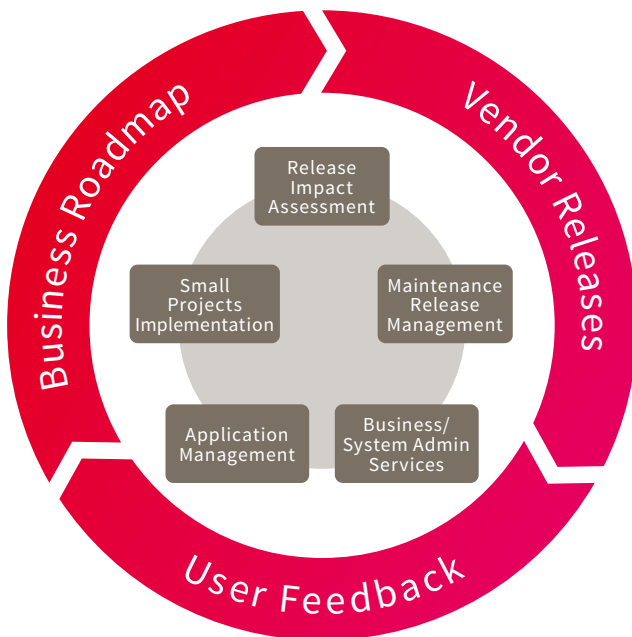Our specialists support all aspects of the upgrade process:

- **Release Impact Assessment:** Ongoing support to assess platform releases, determining the approach for implementing new features and driving the decision to turn new features on or off, depending on the impact or benefit to the client

- **Maintenance Release Management:** Governance process to ensure that changes made across business and system processes are in alignment, planned appropriately and documented within a broader roadmap

- **Application Management:** Level 2 and Level 3 application support covering incident and user request management including fielding application usage questions, in the business time-zones required

- **Business/System Admin Services:** System and Business administration services such as user account management, list maintenance, plus change management activities for planned maintenance releases

- **Small Projects Implementation:** Leverage managed services resource availability to address smaller projects between maintenance releases without overhead of larger project requirements

Benefit

- Streamlined upgrade process by providing the information and tools needed to establish a regular cadence to address the complexity and frequency of the changes

- Reduced risk during Veeva Systems vendor releases by focusing on a thorough impact analysis and providing a concise assessment of the business and technical impacts

- Improved alignment between business and the vendor application roadmap, enabling better preparation and anticipation of pending changes

- Satisfied user base with consistent end-user support provided

Our Offering: Free review and assessment

Please reach out to us to start off your journey with a free review and assessment to identify which of our available levels for managed services packages best applies to your specific situation. Our consultant team will be happy to draft up a strategy that is tailored to your specific project situation and help you master your path through the releases of your Veeva Vault deployment.

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