Solution Provider Profile

Veeva Systems — Vault Training Solutions

April 2023

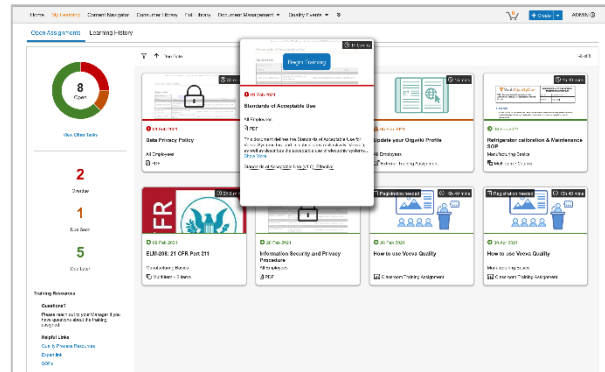| Company At-a-Glance	
Name of Product/Offered	Vault Training Solutions
Headquarters	4280 Hacienda Drive Pleasanton, CA 94588
Year Founded	2007
Geographic Coverage	Global
Industries	Life Sciences (Primary), Consumer Products and Chemicals
Website	www.veeva.com

Veeva Systems OVERVIEW AND VALUE PROPOSITION

Veeva offers three individual training products specifically tailored to regulated industries, with a primary emphasis on Life Sciences.

- **Vault Training**: An LMS that supports training across the enterprise, with a foundation of GxP compliance.
- **Vault Study Training**: An LMS focused on the unique needs of clinical studies, specifically study startup training.
- **LearnGxP**: A library of 170+ accredited eLearning courses and 500+ microlearning videos focused on GxP topic areas.

Vault Training

Vault Training manages training requirements of all types — from documents to classroom sessions and more — to ensure role-based job qualification, organizational compliance and audit readiness.

Regulatory authorities continue to identify "Procedures or Training Not Followed" as a primary reason for quality issues. Typically, aging solutions and disconnected processes are responsible for ineffective training programs. By unifying document management and training, Vault Training enables Life Sciences companies to manage authoring, approval, assignment and assessment of critical training materials in one place without costly integrations that introduce compliance risk. The highly flexible solution also allows companies to manage all enterprise training in the same system.
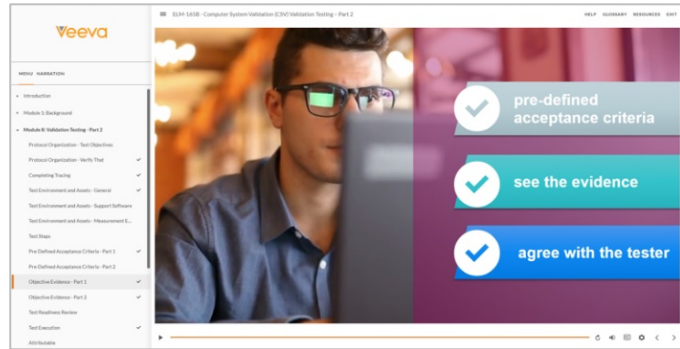
Why Vault Training?

- Manage Training Across the Enterprise — Gives customers a fully featured learning application, flexible enough to separate admin permissions, and delivers on the promise of a single system to manage all training records.
- Always Audit and Inspection Ready — Easily demonstrate compliance with centralized, comprehensive training records and activities that can be presented with appropriate grouping and filters using the Vault reporting tool.
- Qualification Management — Quickly create and manage sophisticated, role-based training matrices to meet the specific needs of organizations—regardless of structure.
- Built on the Unified Vault Quality Suite — Seamlessly manage training programs, quality processes and content with the unified Vault Quality Suite allowing for training outcomes and business processes to become connected.
- Greater Training Compliance — Gain a complete view of upcoming or completed training tasks and status, including critical controlled document information.

Features

- Audit Trail — Demonstrate compliance with a single comprehensive audit trail capturing all training events, including review and approval of curricula, rule-based assignment creation and completion of training tasks.
- Automated Assignments — Reduce administrative overhead with automated training task assignments based on learner role, recurrence and document revision.
- Blended Curricula — Can deliver a fully blended program by managing instructor-led training (ILT) sessions, SCORM and AICC packages, as well as external or link-based training, form-based evaluation for OJT, and more.
- Catalog with Self-Enrollment — Learners can browse a catalog of training items by accessing the "Explore" section of the learner homepage. Once they enroll in items, they are added to the assignment list. Also, a catalog is available to learners to search for and self-enroll in training not assigned to them.
- Curriculum Lifecycle Management — Training administrators can build a curriculum and then send it for review and approval before assigning it. Periodic reviews can also be scheduled to ensure content is monitored for changes.
- End-to-End Training Content Management — Collaboratively manage the complete lifecycle of training content — from authoring to approval through assignment and completion — in one application.
- Industry-Specific Application — Rapidly deploy an industry-specific training solution that includes best practices workflows, dashboards and reports.
- Learner Homepage — Trainees can access assignments through a visual learner homepage that offers both a card and list view, as well as key metrics related to outstanding assignments.
- Quizzes and Assessments — Create a series of questions that learners must answer with a configured level of proficiency. This allows organizations to demonstrate comprehension and qualification on any critical controlled document.
- Reports and Dashboards — Track, monitor and demonstrate employee qualifications. Visibility on who is trained on specific content with delivered dashboards and reports or create your own using Vault's reporting tools.
- Role-based Training — Easily assign training tasks based on job function or role. Track and complete training tasks or monitor status using a role-based home page.
- Task Notification — Regularly notify trainees and managers on upcoming or past-due training tasks with configurable automated notifications.
- Training Matrix Management — Manage assignment maps by defining and viewing curricula and/or training tasks based on job functions or learner roles for knowledge and skill development and qualification.

Veeva LearnGxP

Veeva LearnGxP (LearnGxP) provides an extensive online training library to help Life Sciences companies ensure qualification, job readiness, and compliance with FDA regulations. LearnGxP has differentiated itself from other eLearning content providers within the space by selling the most scaled library to offer accreditation and continuing education credits (CEUs) for Life Sciences learners.

- By combining LearnGxP's robust content with Veeva Vault Training, an industry-specific learning management application, companies now have a more efficient, end-to-end training solution to achieve complete GxP compliance.
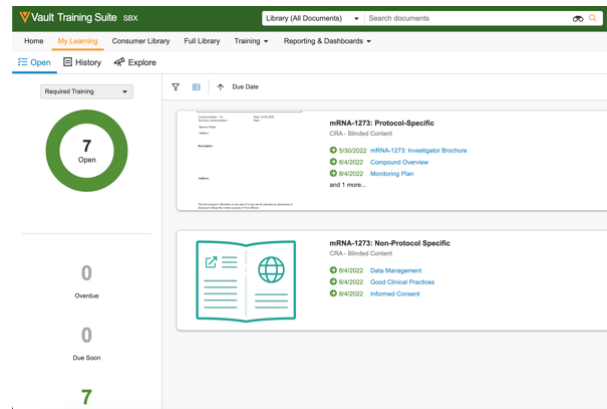
Why LearnGxP?

- Innovative Content — Engage learners with exceptional content, combined with rich, visual designs and interactivity that delivers a compelling end-to-end experience.
- Greater Training Compliance — Avoid FDA citations by building a more comprehensive qualification approach for employees on critical regulations, regardless of where they fit into the product development lifecycle.
- Extensive Selection — With more than 175 online accredited courses, 500 microlearning videos and 30 learning paths, LearnGxP is the largest, Life Sciences-specific eLearning library with accreditation.
- Strategic Guidance — Ensure content is integrated appropriately into your existing training matrices through ongoing discussions with learning strategists or curriculum designers.
- Categories — LearnGxP covers all areas of GxP compliance from clinical, manufacturing, distribution, laboratory, validation, regulatory and much more. We are also developing complementary training libraries such as Corporate Compliance and EH&S to further support our clients.

Features

- Accreditation — Having completed the rigorous application process for IACET accreditation, demonstrating a commitment to continuing education and training excellence, the LearnGxP library provides professional certification for learners seeking CEUs.

- Completion Certificates — To demonstrate qualification and completion of individual courses or learning paths, learners can generate and print a certificate of completion.

- Customizations — While a large standard library maximizes efficiency and value, LearnGxP can provide customization of modules to create organization context for critical content areas.

- Learning Paths — Over 30 learning paths have been created to provide guidance around achieving certain levels of competency in specific content areas; this gives the customer a roadmap to moving its learners through the 170 courses.

- Learning Strategy Support — Emerging Life Sciences companies can rely on LearnGxP's team to provide strategic guidance on how and where to use its content library within existing training matrices.

- Microlearning Videos — Reinforcing critical learning objectives with greater than 500 microlearning videos gives trainers the ability to develop and deploy more modern and engaging training programs.

- Mobile Ready — Using the most current eLearning development tools, the LearnGxP library can be consumed through mobile devices and browsers of any type.

- Quizzes and Assessments — Each of the 175 courses has built-in knowledge checks, quizzes and/or final exams used to test learner comprehension; these assessment questions can further be used with microlearning videos, as well.

- Regulatory Review and Updates — Customers that license the library are also paying for the peace of mind that LearnGxP's team provides regular review and update of all critical content, further reducing the burden on internal training teams.

- Role-based Training — Adding extensive eLearning content to your training toolkit provides further ability to expand role-based training approaches within your organization.

- Subject Matter Expertise — An extensive network of subject matter experts builds and reviews the course library to ensure the most current regulatory guidance is delivered to your learners.

- Translation and Localization — Life Sciences organizations are increasingly global in nature, so LearnGxP offers translated titles and the ability to further translate and localize any title in its library.

Vault Study Training

Vault Study Training manages clinical training requirements of all types—from documents to classroom sessions and more—to ensure role-based job qualification, organizational compliance, and inspection readiness. By unifying document management and training, Vault Study Training enables Life Sciences companies to manage authoring, approval, assignment, and assessment of critical training materials in one place without costly integrations that introduce compliance risk. The highly flexible solution also allows companies to manage all enterprise training in the same system.

Vault Study Training is a new application Veeva has targeted for release to select early adopters in 2022, and general availability in 2023. Vault Study Training extensively leverages our existing LMS, Vault Training, as its foundation.

Why Vault Study Training?

- Simplify Training Curricula — One application for sponsor, CRO and site personnel.
- Ensure Inspection Readiness — Automatic filing of evidence and certificates in Vault eTMF.
- Improve Compliance — Automated alerts and on-demand curricula assignments.
- Manage Study Training Across the Enterprise — Gives customers a fully featured learning application, flexible enough to separate study permissions, and deliver on the promise of a single system to manage all training records worldwide.
- Always Audit and Inspection Ready — Easily demonstrate compliance with centralized, comprehensive training records and activities that can be presented with appropriate grouping and filters using the Vault reporting tool.
- Qualification Management — Quickly create and manage sophisticated, role-based study training matrices to meet the specific needs of study teams, regardless of operating model and structure.
- Greater Training Compliance — Gain a complete view of upcoming or completed training tasks and status, including study team and site personnel.

Features

- Audit Trail — Demonstrate compliance with a single comprehensive audit trail capturing all training events, including review and approval of curricula, study role-based assignment creation, and completion of training tasks.
- Automated Assignments — Reduce administrative overhead with automated training task assignments based on study role, recurrence, and document revision.
- Blended Curricula — Can deliver a fully blended program by managing CRA-led training (ILT) sessions, SCORM and AICC packages, as well as external or link-based training, form-based evaluation for OJT, and more.
- Catalog with Self-Enrollment — Study personnel can browse a catalog of training items by accessing the "Explore" section of the learner homepage. Once they enroll in items, they are added to the assignment list. Also, a catalog is available to learners to search for and self-enroll in training not assigned to them.
- Curriculum Lifecycle Management — Study Team administrators can build a curriculum and then send it for review and approval before assigning it. Periodic reviews can also be scheduled to ensure content is monitored for changes.
- End-to-End Training Content Management — Collaboratively manage the complete lifecycle of training content — from authoring to approval through assignment and completion — in one application.
- Learner Homepage — Trainees can access assignments through a visual learner homepage that offers both a card and list view, as well as key metrics related to outstanding assignments.
- Quizzes and Assessments — Create a series of questions that learners must answer with a configured level of proficiency. This allows organizations to demonstrate comprehension and qualification on any critical controlled document.
- Reports and Dashboards — Track, monitor, and demonstrate employee qualifications. Visibility on who is trained on specific content with delivered dashboards and reports or create your own using Vault's reporting tools.
- Study Role-based Training — Easily assign training tasks based on job function or role. Track and complete training tasks or monitor status using a study role-based home page.
- Task Notification — Regularly notify trainees and CRAs on upcoming or past-due training tasks with configurable automated notifications.
- Study Training Matrix Management — Manage assignment maps by defining and viewing curricula and/or training tasks based on job functions or study roles.

Analysis by Brandon Hall Group

Situational Analysis

One of the biggest challenges around training for many organizations has been how to properly train people throughout the extended enterprise. The typical challenges presented by learning are exacerbated when the learning is being delivered to people who require comprehensive skills development. Several factors are driving corporations to improve both their enterprise training strategies:

- **Improve Learner Engagement** — Organizations struggle with developing and delivering learning content that captures the attention of the learner.
- **Create a Stronger Link Between Learning and Performance** — Learning in many organizations is developed without specific individual and organizational objectives in mind.
- **Better Measurement** — It can be difficult to measure the impact on performance among learners.
- **Improve Accessibility to Content** — Learners are highly mobile and have many situations where it is very complex to deliver an effective learning session.

Challenges to the Business

Organizations have had difficulty leveraging traditional LMS technologies to meet these new learner requirements. Learner requirements have evolved quickly and their need for content that is relevant, accessible, and highly interactive is more important than ever. It can be particularly challenging to keep learners engaged and measure the effectiveness of their learning.

Implications for the Business

The implications are two-fold. For the learner, the learning experience is waning, and learner engagement continues to steadily decline. For the organization, a significant amount of financial and people resources is being consumed by learning organizations in leveraging their current LMS platforms — and still, the needs of the learner are not being met.

Questions to be Answered by the Business

Organizations need to rethink how they leverage technology to keep pace with the rapidly changing dynamics of their learners and business.

The key questions for the business are:

- Does the technology offer enough functionality to meet the requirements of learners?
- Can the technology support the enterprise ecosystem?
- Can the technology help track and measure the impact learning is having on audiences?

Veeva as the Answer

Veeva's platform features all the learning experience functionality an organization would need. The tools allow admins to put together a wide array of courses or paths for different audiences and the reporting feature is robust with sharp visualizations that put usable data at users' fingertips. And as a next-gen learning technology should, Veeva offers unique features to support immersive learning. The platform is completely configurable to adapt to the most challenging learning requirements.

Veeva sets itself apart as a master of the GxP training environment. Every element of the tools is user-friendly. And the theme of ease of use carries over into implementation. Veeva prides itself on its quick, fully functional deployments.

It is one of the few platforms that feels matched for the GxP world. The nature of the solution means companies can deliver unique learning experiences to any group under any condition. Organizations with a large, complex enterprise learning environment can manage all their learning audiences through one centralized platform.

The extensive content library really rounds out the platform.

Veeva has significantly advanced its reporting and analytics capabilities offering new ways to garner unique insights on learner progression.

Veeva has an industry leader in GxP training and offers a world-class learning technology platform for highly complex learning audiences.

- Michael Rochelle, Chief Strategy Officer and Principal HCM Analyst, Brandon Hall Group

About Brandon Hall Group™

With more than 10,000 clients globally and 30 years of delivering world-class research and advisory services, Brandon Hall Group™ is focused on developing research that drives performance in emerging and large organizations, and provides strategic insights for executives and practitioners responsible for growth and business results.

Professional Certifications
Self-paced certification programs. Virtual group sessions for companies. In-person conferences and summits.

Membership
Individual and Enterprise Membership Options: Includes research assets, advisory support, a client success plan and more.

SOME WAYS WE CAN HELP

Advisory Offerings
Custom Research Projects, including surveys, focus group interviews and Organization Needs Assessment for Transformation, Technology Selection and Strategy.

Excellence Awards
Two annual programs recognize the best organizations that have successfully deployed programs to achieve measurable results.

ORGANIZATIONAL EXCELLENCE CERTIFICATION PROGRAM
recognizes world-class HCM programs that transform their organization and achieve breakthrough results. This designation is the next step beyond the HCM Excellence Awards, which focus on a single program, and looks at the department as a whole.

SMARTCHOICE® PREFERRED PROVIDER PROGRAM
uniquely places HCM service and technology companies at the top of organizations' consideration list of vendors. It adds an unmatched level of credibility based on BHG's twenty-eight-plus years of experience in evaluating and selecting the best solution providers for leading organizations around the world.