

Pharmaceutical Sales & Sample Management



USE CASE PROFILE: Pharmaceutical Companies

Challenge: Maintaining Compliance in Pharmaceutical Sales & Sample Management

The Prescription Drug Marketing Act (PDMA), HIPAA and FDA regulations under 21 CFR part 11 each specify stringent regulations regarding the proper use and distribution of pharmaceutical samples, and pharmaceutical companies must ensure they have the proper policies and procedures in place for compliance. They are required to track all samples from the time they leave the manufacturing facility until they are distributed to physicians' offices.

Some companies have Corporate Integrity Agreements from HHS mandating certain internal compliance programs, reviews, and disclosure requirements. Managing these processes with paper forms and signatures is a time-consuming, cumbersome task that often overburdens pharmaceutical sales people and compliance teams.

The DocuSign Solution

With DocuSign, signers can fill out and sign required forms online, from any device. Automated reminders replace manual calls. Sales teams can be armed with tablets so that they can gather electronic signatures on the spot. Our forms library integrates directly with CRM and contract management systems, allowing sales teams to easily distribute contracts. DocuSign's robust workflow support means you can specify any order of signers, however complex. DocuSign provides complete reporting, audit trail, and document retention capabilities. And with offline signing capabilities, Internet connectivity is never an obstacle.

DocuSign Key Benefits

Using eSignatures from DocuSign can help you better maintain compliance in your sample management processes. Automated online reminders further help ensure compliance, and our forms library ensures your staff can always access the most current version of required forms. DocuSign's online dashboards and reports give you more visibility into the process, so you can see who signed what and when. And as a cloud-based solution you can get up and running immediately, realizing faster time to benefit.

Customer Example

Streamlining Sample Management

A Fortune 500 Pharmaceutical company has standardized on DocuSign for managing samples in its global sales force. On average signatures are captured in 3 days or less, down from 6 weeks prior to implementing DocuSign. Account managers can capture signatures directly from physicians using DocuSign's mobile and offline signing capabilities. The company slashed turnaround time by 95%, saw a 90% reduction in NIGO (not-in-good-order) rates and calculated an estimated per document savings of over \$57 with DocuSign.

About DocuSign

DocuSign® is the global standard for electronic signature®. DocuSign accelerates transactions to increase speed to results, reduce costs, and delight customers with the easiest, fastest, most secure global network for sending, signing, tracking, and storing documents in the cloud.



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