



FOR IMMEDIATE RELEASE

## Veeva Vault PromoMats Offers Global Service Center Support to All Users

*First line of support is now available 24 hours a day, seven days a week, 365 days a year*

PLEASANTON, CA — April 14, 2016 —Veeva Systems Inc. today announced that [Global Service Center \(GSC\)](#) support is now available to all Veeva Vault PromoMats users as part of Veeva's ongoing focus on customer excellence.

In September 2015, Veeva acquired Zinc Ahead to address the growing need for end-to-end commercial content compliance in the market. A key part of this investment included Zinc's world-class Global Service Center, which is now expanded to [Veeva Vault PromoMats](#) users.

The Global Service Center is a team of highly trained industry professionals with deep life sciences domain knowledge and technical expertise. All Veeva Vault PromoMats users can now access a first line of support for questions about product functionality and compliance processes, and receive help for product issue resolution and change management. This support team provides Vault PromoMats end-users with service seven days a week, 24 hours a day, 365 days a year. With four locations across the globe in the United States, Australia, Japan and the United Kingdom, the Global Service Center team is able to provide assistance in more than ten languages via telephone or e-mail.

"Our Global Service Center team enables our customers to succeed by delivering knowledgeable end-user application support with a timely response to any inquiries in commercial content compliance and accelerate the digital supply chain," says Emma Hyland, VP, commercial content at Veeva Systems.

Global Service Center support is available to all licensed Vault PromoMats users at no additional charge providing end-users with advice, guidance, and assistance with product support. By working closely with the Veeva customer team they add an additional accessible and prompt support outlet.

A testament to the Global Service Center's services came recently from Violette Jerome of Shire International who commented, "the Global Service Center team quickly implements effective solutions to solve user difficulties. What is particularly appreciated is the warm welcome always given to our users as well as the comprehension of user inquiries which often require a fast solution or answer."

The Global Service Center reinforces Veeva's commitment to answering client inquiries quickly, completely, and effectively. Those who are interested in learning more about accessing the Global Service Center for Vault PromoMats should contact their dedicated customer success manager or account executive.

### Additional Information

For more on Veeva Vault PromoMats, visit: [veeva.com/gsc](http://veeva.com/gsc)

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### About Veeva Systems

Veeva Systems Inc. is a leader in cloud-based software for the global life sciences industry. Committed to innovation, product excellence, and customer success, Veeva has more than 400 customers, ranging from the world's largest pharmaceutical companies to emerging biotechs. Veeva is headquartered in the San Francisco Bay Area, with offices in Europe, Asia, and Latin America. For more information, visit [veeva.com](http://veeva.com).

### Forward-looking Statements

This release contains forward-looking statements, including the market demand for and acceptance of Veeva's products and services, the results from use of Veeva's products and services, and general

business conditions, particularly in the life sciences industry. Any forward-looking statements contained in this press release are based upon Veeva's historical performance and its current plans, estimates, and expectations, and are not a representation that such plans, estimates, or expectations will be achieved. These forward-looking statements represent Veeva's expectations as of the date of this press announcement. Subsequent events may cause these expectations to change, and Veeva disclaims any obligation to update the forward-looking statements in the future. These forward-looking statements are subject to known and unknown risks and uncertainties that may cause actual results to differ materially. Additional risks and uncertainties that could affect Veeva's financial results are included under the captions, "Risk Factors" and "Management's Discussion and Analysis of Financial Condition and Results of Operations" in the company's filing on Form 10-K for the period ended January 31, 2016. This is available on the company's website at [veeva.com](http://veeva.com) under the Investors section and on the SEC's website at [sec.gov](http://sec.gov). Further information on potential risks that could affect actual results will be included in other filings Veeva makes with the SEC from time to time.

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