



Service Description Document: Veeva Network

General Service Description

This Service Description Document gives a high level description of the Veeva Network products available from Veeva Systems. To see which products you have subscribed, please refer to your Order Form. To see the legal terms of your agreement, please refer to your Veeva Systems Master Subscription Agreement and, if applicable, the Addendum for Network Data (collectively, the “Agreement”). For a more detailed description of how your Veeva Service works, please see the documentation of the Veeva products you have purchased.

Veeva Network Service

The Veeva Network Service (“Network Service”) is a set of software programs (“Network Software”) that are built upon the Veeva Network platform. Customer data is stored in the Veeva Network data center and accessed directly by Network Software and supporting third party applications using the Veeva Network services architecture and API.

Product List

The Veeva Network Service currently includes the following products:

Network Customer Master Application
Network Config Sandbox

The purchase of one Network Customer Master Application entitles the customer to one Production Network Customer Master and three Config Sandboxes:

Production Network Customer Master – A Production Network Customer Master is a repository for customer data, configurations (e.g., the Network Customer Master data model, properties, business rules, catalogs, security, etc.), users, and functionality used in the customer’s ongoing business. The Production Network Customer Master is also referred to as a “Customer Network.”

Network Config Sandbox – A Config Sandbox Network is used for testing, training, or development. It can contain all the configurations and functionality required to support the customer’s business. It may not be used as a production environment.



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Product Description: Network Customer Master Application

The Network Customer Master Application provides the software and hardware environment to support the management of Customer Master Data and integration to third party applications. One Network Customer Master Application subscription enables the storage, searching, reporting and management of customer master data. The Network Customer Master Application includes the following:

Data Portal

The Data Portal provides user access to key areas of the application related to the management of customer master data as well as the administration of the system. The key functional areas of the Data Portal include:

Inbox

The inbox provides a list of tasks requiring action that are assigned to the viewing user. These tasks include: data change requests, suspect matches and notifications of records requiring review and failed loads.

Search & Customer Viewing

Network Users can search across their Customer Master Data universes within their specific customer network for all customer records they have permission to view. This is presented to the users through a type-ahead search bar and includes the ability to refine search results based on search facets. Network Users can view data and attributes for any customer record found via a search.

Data Change Request

Data Change Requests allow users to request modifications to existing data and creation of new customer records. Data Change Requests can be auto-approved or require approval based upon the user requesting the change and the data being modified. Data Change Requests requiring approval will auto assign a task to the defined approver that is accessible within the approver's Inbox.

Historical Data

Historical data revisions are accessible over the life of a record providing access to the change request history that modified the data.

Ad Hoc Match

Ad Hoc Match provides a mechanism to load a csv file of Customer records for matching. Veeva Network Customer Master will perform a match against the records and identify matching records within the Customer Master data set. Identifiers associated to matched Customers are appended to the CSV file and made available for download.

Data Model

An account centric data model is provided that can model health care professionals (such as doctors and nurses) and health care organizations (such as group practices and hospitals). It can also model contacts associated with those health care organizations and affiliations between these businesses and professionals. The data model includes "Standard Fields" defined by Veeva. These standard fields and other standard definitional objects have "__v" embedded in the name (not the end user viewable label) to indicate that they are owned and provided by Veeva.

Customers are free to extend the delivered data model by adding custom fields to the predefined objects, using the custom field configuration tools within the Administration area of the Network Customer Master Application. All custom fields are appended with "__c".



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API Access

The Network Service provides a Web Services API that allows search, view, and data change request functions on records within the Network Customer Master Application. The API results will be delivered based on the user's security.

The API also provides the ability to load customer and third party data into Veeva network. Data loaded into Veeva Network is accessible by users as well as outbound integrations via the API.

Workflows

Workflows perform task assignment to users within Network Customer Master Application based upon defined criteria. Workflow task recipients are alerted to new tasks in their inbox and are guided through to completion of each task.

Reports

Users can view reports they have created or have been shared with them. Reports will only include data for which the user has access. Users can refine report results through additional filtering and can export reports to CSV or Excel for further processing. Users can also create reports using a report builder, save the report for future use, and share the report with other Users.

Administration

Users with a System Administrator role will be able to configure their specific customer network, including creation of users and groups; extension of the data model; configuration of data loads and matching rules; maintenance of picklists, and other system settings.

Product Description: Network Config Sandbox

The Network Config Sandbox license provides an additional Config Sandbox network to any Network Customer Master Application. This Network Config Sandbox is used for testing, training, or development. It can contain all the configurations and functionality required to support the user's business. It may not be used in a production environment. This Network Config Sandbox will be in addition to the three Network Config Sandboxes automatically provided with the Network Customer Master Application.