ONEKEY™ DATA PARTNER PROGRAM

Partner Guide

2020

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PARTNER PROGRAM INTRODUCTION

PROGRAM OVERVIEW

IQVIA™ Technologies is re-imagining how to help people in life sciences and healthcare make the right decisions for better business results and healthier patient populations. We are investing heavily in developing the most advanced technology, data, and information management capabilities in the market to address our customers' business challenges from molecule-to-market.

Our product development strategy advances and accelerates innovation by building on top of best-in-class industry-standard platforms and focusing our efforts on differentiating technologies. Our customers benefit from access to the best core features, battle-tested code and regular upgrades from standard platforms that are common to their ecosystems. Our solutions connect all these elements to deliver a seamless platform that is "born-integrated" and tailored to the specific needs of our life sciences customers. IQVIA is forging some of the most robust technology partnerships in the industry to help achieve this vision.

OneKey is the global cloud-based reference Healthcare Professional and Organization database at the heart of many IQVIA offerings available in 110 countries. OneKey is the foundation for personalized Health Care Professional and Organization engagement across channels and throughout our customers organization. More than 2000 customers have already chosen OneKey as a trusted source worldwide.

Similarly, we recognize that we and our customers will be most successful when we empower them to tap into the vast potential of a network of certified Partners. Such partnerships offer our customers options when defining their implementation & support strategies and offer us the ability to scale at a rate we could never achieve alone. IQVIA Technologies' expanding portfolio of partner-

ready offerings presents System Integrators with a tremendous opportunity to be a vital component of a new wave of technology disruption in the life sciences and healthcare industries.

As part of the OneKey Data Partner Program, we aim to develop and support the most innovative data partnership programs in the industry and look forward to collaborating with you for our mutual benefit.

PROGRAM OBJECTIVES, FEES AND TERM

IQVIA Technologies and the Global OneKey team is creating a unique opportunity for our Partners to become better enabled, trained on the effective and intelligent use of our OneKey reference data asset. To do so, we're committed to partnering with all partners who can collectively provide the global reach, local knowledge and technical acumen to ensure our mutual customers' success in the adoption and ongoing use of our IQVIA OneKey reference data offering, other IQVIA data offerings, and our IQVIA Technologies product offerings.

The term of the partnership agreement is valid for one year. The fee for a partner organization is $300 for the year. This fee covers partner resources located in any region of the world and an unlimited number of resources to train and certify.

IQVIA Partner Operations Support team will work with each partner on renewals at least 60 days prior to the term date of the agreement.

WHY PARTNER WITH IQVIA™?

The OneKey Data Partner Program provides our mutual customers with the confidence that the 3rd party vendor/partner they select to lead an IQVIA Technologies solution delivery and/or ongoing support implementation of our technologies and data assets has the capabilities, commitment and connections needed to ensure their success.

As a OneKey Data partner, you can expand your business relationships and drive business outcomes by increasing your knowledge and skills on how to more intelligently use OneKey reference data across capabilities which support the Commercial technology and information management capability ecosystem. In addition, you will be able to capitalize on and advance core skillsets your team already possesses in underlying technologies and intelligent use of OneKey customer reference data while helping customers address some of their highest priority business challenges.

PROGRAM BENEFITS

PARTNER SUMMARY OF BENEFITS	
Strategic Alignment	
Partner Alliance Manager	✓
Partner Portal	
IQVIA Technologies Partner Portal access	✓
Enablement & Certification via IQVIA Learning Management System (LMS)	
Self-service training and certification at the employee level	✓
Company level certification (minimum of 3 individuals)	✓
Technical Enablement	
OneKey API (integration) documentation	✓
OneKey sales enablement and go-to-market materials	✓
OneKey technical documentation	✓
Optional documentation for specific integration	✓
Technical Support	✓
Sales Enablement	
Joint Opportunity Management	✓

STRATEGIC ALIGNMENT

IQVIA Partner Alliance Manager – A designated resource aligned to your organization and accountable for ensuring effective partner program execution and mutual success.

PARTNER PORTAL

IQVIA Technologies Partner Portal – Partners will have access to the Partner Portal, a hub through which partners can access critical information and services described throughout these program benefits, such as:

- Sales & Marketing Collateral

- Partner Referral Program Registration

- Training & Certification

  » Self-service eLearning

  » Virtual Instructor-Led Training Registration (as needed)

  » Individual and company level certification

- Technical Documentation

- OneKey product support

SALES

Joint Opportunity Management – Leverage our collective sales capabilities by coordinating opportunity pursuit with support from the IQVIA sales, OneKey GTM strategy, and OneKey product organizations.

Client referrals can be entered into the Partner Portal via the Partner Referral Program tab.

LEARNING

Self-service eLearning Training – Unlimited On-Demand access to IQVIA Technologies' library of self-service learning content.

Virtual Instructor-Led Training – Virtual (and classroom) ILT sessions with professionally designed and developed curriculum delivered by our IQVIA Technologies training organization can be made available on an as needed basis.

TECHNICAL

Product Documentation & Configuration Guides – The latest functional and technical documentation, straight from our product team

Delivery Accelerators – Documented templates, product configuration guides, delivery and support best practices, etc. empowering you to learn from the collective experience of IQVIA Technologies product engagements

Technical Support – Ability to log technical issues for resolution by the IQVIA Product Support team

Product Trial Org / Sandbox Environments – Sandbox environments for IQVIA products will be made available via a separate Sandbox Program on an as needed basis.

Expert Delivery Services – Access to Product Delivery Enablement specialists for consultative support

PROGRAM REQUIREMENTS

To receive the program benefits, you must meet these requirements:

ONEKEY DATA PARTNER PROGRAM	
Strategic Alignment	
Assigned Business Lead	✓
Legal	
Non-Disclosure Agreement (NDA)	✓
OneKey Data Partner Agreement	✓
Training & Certification	
Three (3)* Active Full-Time Employees - Completion of Training and Certification. *Exceptions will be made on a case-by-case basis	✓

Strategic Alignment

Assigned Business Lead – A designated resource within your organization who is aligned to IQVIA and accountable for ensuring effective Partner Program execution and mutual success.

Legal

Non-Disclosure Agreement (NDA) – An NDA must be in place to engage in detailed discussions.

OneKey Data Partner Agreement – The Partner Agreement sets the overarching terms of our partnership agreement. This agreement will compliment other Partner agreements which some Partners may have signed with other IQVIA Technologies Partnership teams (e.g., SI, Technology, Marketing Agency).

Training for Client Engagements

Active Full-Time Employees Trained and Certified – At least 3 partner resources need to be trained and certified to maintain company level certification. However, to ensure customer success. IQVIA will be communicating to clients that our expectation is that any vendor/partner resource working on project work or with IQVIA OneKey data be trained and certified.

IQVIA
TECHNOLOGIES