IQVIA TECHNOLOGIES

System Integrator Partners Program Guide

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TABLE OF CONTENTS

SECTION 1.0   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. To achieve this aim, we are investing heavily in developing the most advanced technology portfolio on the market, addressing 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.

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 System Integrator 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.

We aim to develop and support one of the healthiest system integrator partnership programs in the industry and look forward to collaborating with you for our mutual benefit.

Program Objectives

IQVIA Technologies is opening our business model to better address the implementation and support needs of our customers around the world. To do so, we're committed to partnering with System Integrator 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 IQVIA Technologies offerings.

We aim to bring products that cover the spectrum of molecule to market and need partners to help bring our solutions to customers. Our goal is to have an ecosystem of select Systems Integrators that understand both the business issues facing the industry as well as experience with key technology platforms such as Salesforce, Belong.life, OwnBackup, Inc., Mulesoft, and more.

SECTION 2.0 WHY PARTNER WITH IQVIA?

The IQVIA Technologies' System Integrator Partner Program provides our mutual customers with the confidence that the party they select to lead an IQVIA Technologies implementation and/or support has the capabilities, commitment and connections needed to ensure their success.

As a System Integrator partner, you'll be afforded the opportunity to expand your business relationships with life sciences clients across their customer and product life cycle. As a result of IQVIA Technologies' platform-of-platforms strategy, you will be able to capitalize on and advance core skillsets your team already possesses in underlying technologies while helping customers address some of their highest priority business challenges.

Specific advantages of partnership, as well as the commitments required of each partner, are outlined in the sections that follow.

Our Products

Presently, System Integrator Partner opportunities exist for Orchestrated Customer Engagement (OCE) portfolio of products including OCE Sales, OCE Marketing, and ePromo. As we expand this partner program, your teams may become certified to deliver products across our Molecule-to-Market portfolio including new products – OCE Analytics, Orchestrated Patient Engagement (OPE), Engage, Orchestrated Clinical Trial Platform, Quality, and Safety.

SECTION 3.0   PROGRAM BENEFITS

The following table summarizes the benefits afforded of System Integrator Partners:

SI Partner Summary of Benefits	
Strategic Alignment	
Partner Alliance Manager	✓
Partner Portal	
Partner Portal Access	✓
Learning	
Self-Service eLearning	✓
Instructor-Led Training	✓
Technical Enablement	
Product Documentation & Configuration Guides	✓
Trial Org Instances *(See Appendix B for details)*	✓
Delivery Accelerators	✓
Expert Delivery Services	✓
Technical Support	✓
Sales Enablement	
Joint Opportunity Management	✓

Description of Program Benefits

IQVIA Technologies System Integrator partners are provided with the following program benefits:

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
- Lead Registration

- Training
  - > Self-service eLearning
  - > Instructor-Led Training Registration
- Technical Documentation
- Support Ticketing

Please note that Partner Portal functionality is a continually evolving capability

Sales

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

Learning

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

Instructor-Led Training – Virtual and Classroom ILT sessions with professionally designed and developed curriculum delivered by our IQVIA Technologies training organization to ensure your team is set up for success selling and implementing IQVIA offerings. ILT is available for dedicated full-class sessions, as well as open enrollment sessions, both contracted for a fee.

Technical

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

Product Trial Org/Sandbox Environments – Designated number of trial org(s) based specific use cases agreed to by both parties.

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.

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

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

SECTION 4.0   PROGRAM REQUIREMENTS

As with any partnership, the IQVIA System Integrator Partner Program has several requirements our partners must meet to enable eligibility for the aforementioned benefits. These requirements are detailed below.

SI Partner Summary of Requirements	
Strategic Alignment	
Assigned Business Lead	✓
Legal	
Non-Disclosure Agreement (NDA)	✓
Master Alliance Agreement (MAA)	✓
Training	
Active Full-Time Employees Completion of Training and Certification	✓

Description of Program Requirements

IQVIA Technologies System Integrator Partners have the following program requirements:

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 about IQVIA's product portfolio and strategy

Master Alliance Agreement (MAA) – The MAA sets for the overarching terms of our partnership agreement. An MAA must be in place even if your organization already has a standing Master Services Agreement (MSA) with IQVIA.

Training

Active Full-Time Employees Trained and Certified – There is no minimum number of trained and certified employees to become a partner. However, to ensure customer success it is a requirement that only trained and certified employees will be staffed on client engagements.