



PharmaSoft

Let Us Take Care!



DRUG
SAFETY



REGULATORY
EXCELLENCE



SMART
TECHNOLOGY



STRONG
PARTNERSHIPS



DATA DRIVEN
INSIGHTS

Case Study #1

*From a Single Service
to a Long-Term
Pharmacovigilance Partnership*



*Smarter today,
Safer tomorrow.*





Engagement Overview

A quick view of the client context and how the partnership developed over time.

Based in

Türkiye

Exports to

30+ countries

Partnership since

2017

Molecules

250+

Products

400+

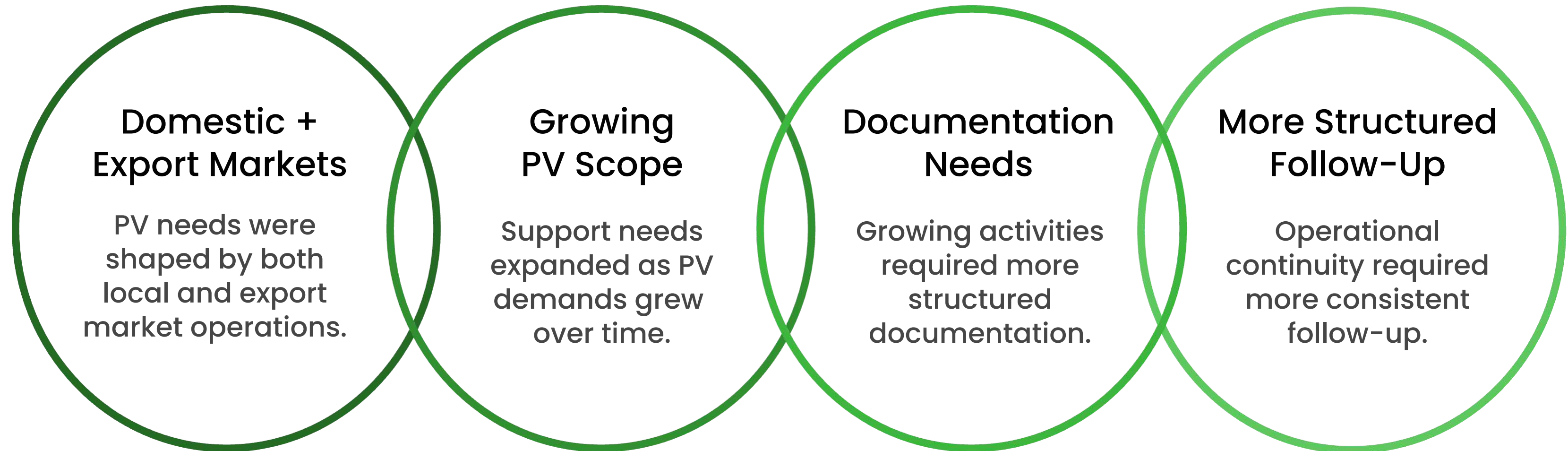
Employees

4000+



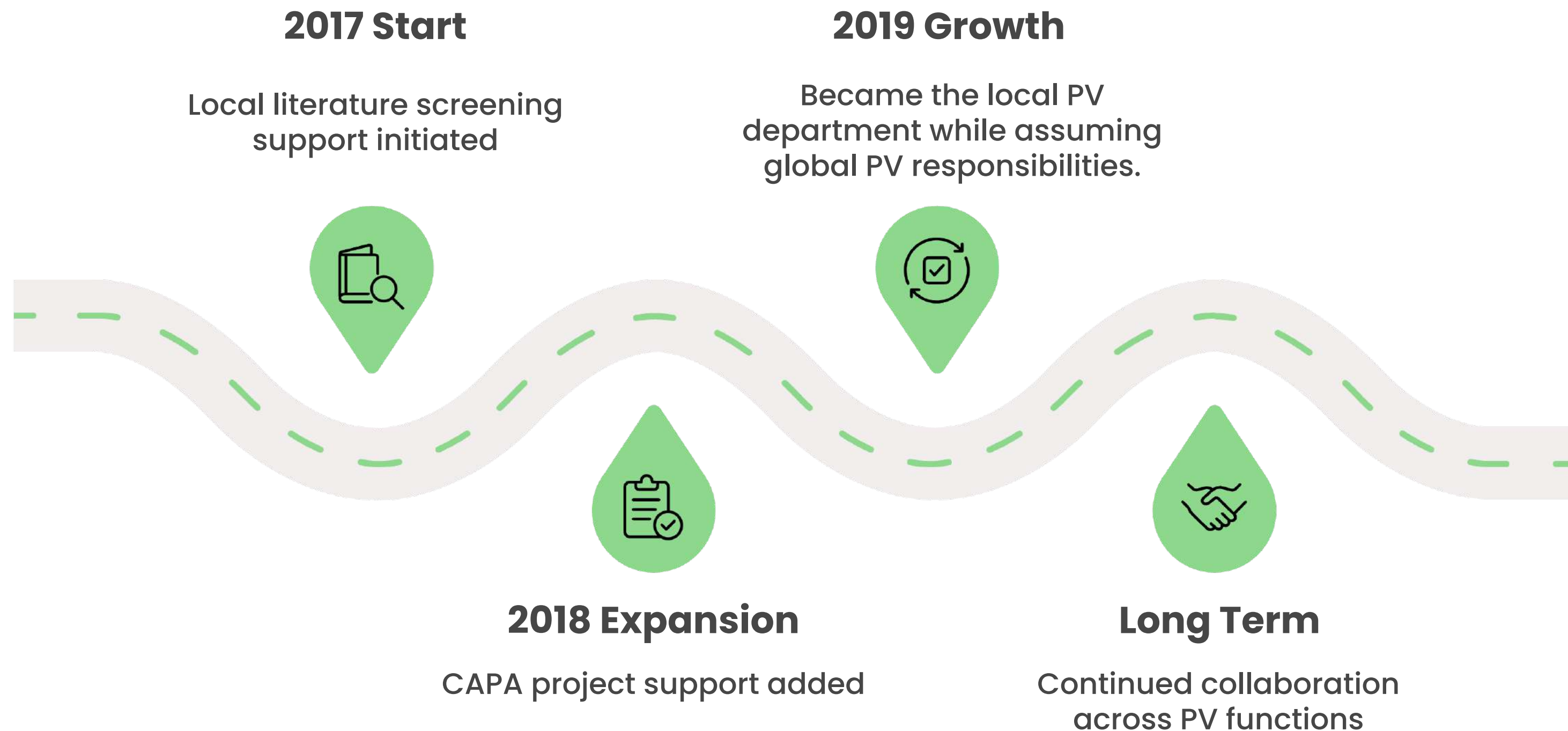
A Growing Business with Expanding PV Needs

As the client's operations expanded across domestic and export markets, pharmacovigilance needs became broader, more structured, and more continuity-driven.





How the Partnership Expanded Over Time





Growing Complexity, Growing Expectations

What began as a focused service need gradually became part of a broader requirement: building a support model that could keep pace with a growing organisation operating across domestic and export markets.



Operational Complexity

Increasing demands across compliance, documentation, and coordination



Regulatory Expectations

Expanding regulatory requirements across domestic and export markets.



Follow-Up Discipline

Need for more structured and consistent PV coordination



A Step-by-Step Expansion Built on Trust

PharmaSoft's role expanded in line with the client's operational needs, not ahead of them. Rather than acting as a disconnected external vendor, PharmaSoft became a **consistent long-term partner** supporting continuity across key PV activities.



Needs-Led Expansion

Support expanded in line with the client's operational requirements.

Continuity-Focused Support

The approach prioritised consistency across key PV activities.

Partner, Not Vendor

PharmaSoft supported the client as a long-term operational partner.



From Fragmented Support to a Scalable & Transparent Working Model

The collaboration helped the client move toward a more consistent and scalable pharmacovigilance model. The value was reflected not in a single milestone, but in the **increasing breadth and continuity of support**.

Better Documentation

All PV activities were managed through our database, creating structure and traceability.

Transparent Working Model

Read-only database access gives clients direct visibility into our activities

Reduced Fragmentation

Improved consistency between support areas

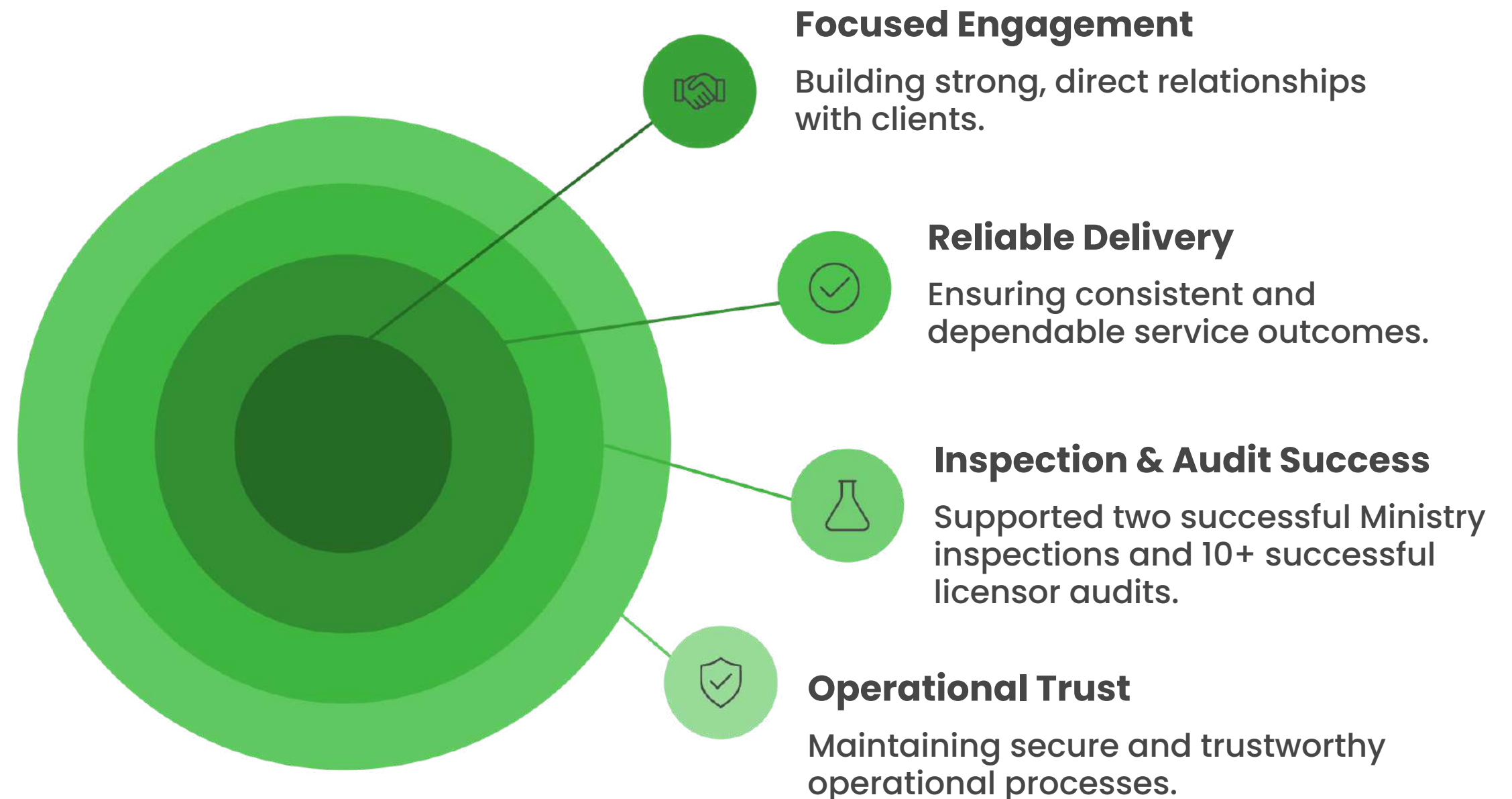
Sustainable Model

Scalable external support as needs expanded



The Partnership Became the Proof of Value

Some support models remain external to the structure they serve. This one did not. Over time, the partnership became embedded in how the client's pharmacovigilance function operated, extending beyond individual tasks into the wider rhythm of people, processes, systems, and training.





Operational Support, Built to Last and Ongoing for 9 Years

From one pharmacovigilance service in 2017 to broader long-term operational support, PharmaSoft helped a Türkiye-based pharmaceutical company with exports to **more than 30 countries** build a more consistent and scalable PV support model over time.

Stepwise

Support expanded gradually in line with operational needs

Scalable

The model evolved as the client's requirements broadened

Trust-Based

The partnership deepened through continuity and reliability





**Complex processes
need the right partner.**

Let Us Take Care!



Pharmacovigilance



Regulatory Affairs



Digital Solutions



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