An Overview of Pharmacovigilance (PV) Software Systems

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Leading Pharmacovigilance Software Systems – A Global Overview

Introduction

Pharmacovigilance (PV) software systems are specialized platforms that help pharmaceutical companies and health organizations monitor, manage, and report drug safety information. These systems have become critical as regulatory authorities worldwide (FDA, EMA, PMDA, etc.) demand faster, transparent safety oversight and standardized adverse event reporting ccrps.org ccrps.org. Modern PV software supports end-to-end adverse event case processing – from initial case intake and MedDRA coding to regulatory submissions and signal detection – all while maintaining compliance with global standards (ICH guidelines, 21 CFR Part 11, GVP, etc.). The following report profiles the leading PV software solutions used globally, detailing each system's vendor, core capabilities, coding and causality features, automation tools, regulatory compliance, integration standards, and known user base. Comparisons are drawn to highlight differences in technology, compliance, and usability across these platforms.

Oracle Argus Safety

Vendor: Oracle Corporation (originally developed by Relsys).
Overview: Oracle Argus Safety is widely recognized as the industry-standard safety database, used by a majority of large pharmaceutical companies and CROs ccrps.org. It is an enterprise-grade solution capable of handling high case volumes with advanced workflow automation and global compliance support. Argus manages the entire individual case safety report (ICSR) lifecycle – from adverse event intake and data entry to automated report generation and submission tracking ccrps.org. It supports both on-premises and cloud deployments, giving organizations flexibility in data hosting and control ccrps.org.

Core Features: Argus is known for robust case management and reporting capabilities. It can generate regulatory forms like CIOMS I and FDA MedWatch 3500A automatically from case data ccrps.org. The system provides rule-based routing and scheduling to ensure timely submissions worldwide, with complete audit trails on all case actions ccrps.org. Real-time dashboards and queries allow tracking of case processing metrics and compliance deadlines. Argus also integrates with Oracle's broader clinical and analytics tools – for example, it can connect with Oracle's Empirica Signal for signal detection and with clinical trial databases to intake serious adverse events ccrps.org ccrps.org.

MedDRA Coding Implementation: Oracle Argus has full MedDRA and WHO Drug dictionary integration for coding adverse events and medicinal products. The system includes a MedDRA browser utility for coders to search and select standardized terms, supporting all hierarchy levels (LLT to SOC) docs.oracle.com docs.oracle.com. Argus can perform auto-coding of verbatim terms against the MedDRA dictionary – if an exact match is found, the software populates the code automatically docs.oracle.com docs.oracle.com. It maintains version control of dictionaries (MedDRA, including Japanese MedDRA, and WHO Drug Global, etc.) in a single database, allowing retrospective analyses and ensuring consistency docs.oracle.com. This ensures adverse events are consistently coded for reliable aggregate analysis and regulatory submissions.

Causality Assessment: Argus supports recording multiple causality assessments for each case. It captures the reporter's opinion on drug-event causality as well as the company's assessed causality, and these are mapped to the ICH E2B fields for regulatory reporting docs.oracle.com docs.oracle.com. The system allows configuration of causality categories (e.g. related, not related, unknown) and methods. For example, Argus can indicate which standardized causality method is used (such as FDA's "Related/Not Related" or WHO-UMC categories) via configurable code lists docs.oracle.com. While Argus does not natively implement an algorithm like the Naranjo scale within the UI, it provides fields and workflow steps for experts to assess causality and document their rationale. These assessments appear on case narratives and reports as needed. Argus's flexible workflow can incorporate medical review steps for causality, and it ensures any causality entered is included in the E2B XML for regulatory authorities docs.oracle.com docs.oracle.com.

Narrative Generation: Oracle Argus allows users to compile a case narrative that summarizes the clinical course and relevant details of the adverse event. Narratives are stored as part of the case record and can be included on regulatory reports (e.g. in E2B or CIOMS formats). Traditionally, Argus requires a safety reviewer or medical writer to craft the narrative, but it does support templates and auto-insertion of certain case fields. For example, standard narrative templates can be configured so that patient demographics, medical history, event chronology, and reporter's comments are auto-populated, requiring the writer only to edit or finalize the text. Fully **automated** narrative generation (via AI) is not a built-in feature of Argus as of 2025 – this is an area where newer solutions have started to innovate. However, Argus's extensive data fields and querying capabilities do facilitate semi-automated narrative assembly and quality checks (e.g. flagging if critical info is missing from the narrative) ccrps.org ccrps.org.

Regulatory Compliance: A key strength of Argus is its proven compliance with global regulatory requirements. It is **ICH E2B(R3) compliant** for electronic case exchange, and it continues to support E2B(R2) for regions still transitioning ccrps.org. Argus is fully validated to meet FDA 21 CFR Part 11 requirements for electronic records/signatures (audit trails, security, e-signatures) and complies with EU Good Pharmacovigilance Practice (GVP) guidelines. It supports region-specific reporting rules: for example, Argus can generate FDA IND safety reports in E2B (with region-specific fields) and has a module for Japanese PMDA reporting (incorporating the J-Drug

dictionary and JP-specific E2B elements) arisglobal.com docs.oracle.com. Many health authorities worldwide use Argus outputs; the software's E2B submissions and MedWatch/CIOMS reports align with requirements of FDA, EMA, MHRA, PMDA, Health Canada, and others. Its **global submissions module** tracks reporting timelines per country, helping companies comply with the 7-/15-day ICSR submission deadlines and periodic report schedules.

Integration & Standards: Oracle Argus natively integrates with the E2B(R3) gateway systems of regulators. It can send and receive ICSR files via AS2 or other secure protocols, enabling direct transmission to systems like the FDA's ESG and EMA's EudraVigilance. Argus also supports **ICH E2C (PSUR/PBRER)** and E2D (post-approval safety summary) by providing data outputs for aggregate reports. The system's compliance with ICH E2B R3 was established early – it has been in production use for E2B(R3) submissions since the EMA and FDA began accepting them arisglobal.com. In addition, Argus has been updated for newer standards such as IDMP (Identification of Medicinal Products) to ensure future compatibility in product dictionaries. It also supports **MedDRA Versioning** and WHO-DD updates seamlessly – new dictionary releases can be loaded and old terms flagged as non-current, with tools to recode or review impacted cases docs.oracle.com docs.oracle.com.

Usability and Scalability: Oracle Argus is built for **enterprise scalability** and can handle very large case volumes (tens of thousands of cases per year) with proper infrastructure blog.drugvigil.com. It uses an Oracle database backend optimized for performance. Companies often run Argus as a validated, high-availability system to meet critical pharmacovigilance timelines. However, being a mature system, Argus's user interface is sometimes regarded as less modern or intuitive compared to newer cloud platforms. (The UI has improved over versions, currently offering a web-based interface, but still with complex forms and many fields that require training to use efficiently.) Argus provides role-based access control, so different users (data entry, medical reviewers, QPPV, etc.) see tailored views and permissions ccrps.org. The system's configurability is high – organizations can customize workflows, fields, and business rules – but this also means implementation can be complex. Full Argus deployments typically take 6–12 months with significant validation effort ccrps.org. Oracle and its service partners offer implementation support to configure Argus to a company's SOPs. Once live, Argus proves very reliable for day-to-day case processing. On the support side, Oracle offers comprehensive maintenance: Argus updates (e.g. for regulatory changes or bug fixes) are provided, but on-premise customers must revalidate and apply patches themselves unless using Oracle's cloud hosting ccrps.org. Many large firms have dedicated IT teams or vendors to manage Argus. In summary, **Argus's strengths lie in its rich functionality, compliance pedigree, and scalability, while its trade-offs include a heavier implementation and less built-in AI compared to newer systems** ccrps.org ccrps.org.

Notable Deployments: Oracle Argus Safety is reportedly the most widely used PV platform globally ccrps.org. A large number of top 20 pharmaceutical companies rely on Argus for their global safety databases. It has been the market leader for years, dominating alongside ArisGlobal's products dcvmn.org. Major pharma organizations like Pfizer, Novartis, Johnson &

Johnson, and many others have used Argus as their core drug safety system (either in-house or via hosted service). Argus is also used by many CROs to manage pharmacovigilance for sponsor clients. Additionally, health authorities or public health programs occasionally use Argus: for example, some national regulatory agencies and large academic consortia have employed Argus to track safety in research studies ccrps.org. This broad adoption is a testament to Argus's reliability and compliance track record. Its entrenched position is now being challenged by newer cloud solutions, but it remains a top choice for large, complex PV operations needing a **proven, regulator-aligned** system ccrps.org.

ArisGlobal LifeSphere Safety (MultiVigilance)

Vendor: ArisGlobal (US-based company with global offices).
Overview: ArisGlobal's LifeSphere Safety – formerly known as ARISg and now part of the unified LifeSphere platform – is another leading end-to-end pharmacovigilance system. ArisGlobal has over 30 years of experience in PV software and serves 220+ life science organizations worldwide, including major pharma and even regulators like the U.S. FDA and China's NMPA arisglobal.com. LifeSphere Safety (sometimes referred to as LifeSphere MultiVigilance) is a **cloud-first PV database** known for extensive automation capabilities. It combines the rich functionality of the older on-premise ARISg system with a modern cloud architecture and AI-powered enhancements. Designed for mid to large organizations, LifeSphere Safety supports global adverse event case processing, regulatory submissions, periodic reports, and signal management in a single platform ccrps.org.

Core Features: LifeSphere Safety provides comprehensive case intake and management features comparable to Argus, with a focus on intelligent workflow and efficiency. It supports automatic case triage and prioritization based on seriousness or other criteria, helping large safety teams manage workload ccrps.org. The system is fully capable of generating all required regulatory outputs: E2B(R3) files, FDA's IND reports, MedWatch/VAERS forms, CIOMS forms, periodic safety update reports (PSUR/PBRER), development safety update reports (DSUR), etc., using up-to-date templates and rules. *Preloaded regulatory compliance rules* and libraries are included – for example, LifeSphere comes with built-in country reporting calendars, list of health authority contacts, and validation rules for each agency, to ensure submissions meet local requirements ccrps.org. It features a robust workflow engine that can be configured to the company's processes: cases can progress through data entry, medical review, quality review, and approval stages with appropriate notifications and role-based access at each step ccrps.org ccrps.org. Audit trails are comprehensive, satisfying compliance inspections. LifeSphere also includes modules for periodic report scheduling/tracking and for product risk management (e.g., tracking commitments in Risk Management Plans).

MedDRA Coding: As expected, LifeSphere Safety integrates **MedDRA and WHO Drug dictionaries** deeply into its case processing. The system provides assisted medical coding – as users enter verbatim terms for adverse events or indications, an integrated MedDRA browser

suggests the closest matches to code the term. ArisGlobal's platform can automate coding for common terms using machine learning (for instance, remembering prior coding decisions to suggest a term) flexdatabases.com. The MedDRA version in use is centrally maintained so that all cases use a consistent version; the software also supports "re-coding" functionality when MedDRA is upgraded, highlighting terms that became non-current. LifeSphere's emphasis on automation extends to coding: *machine learning algorithms auto-suggest MedDRA Preferred Terms* based on verbatim and context, which the user can then approve flexdatabases.com. This reduces manual coding effort and ensures consistency. WHO Drug dictionary (for concomitant medications) is also integrated – users can search by drug name or active ingredient to select the correct WHO-DD code. Notably, ArisGlobal was an early adopter of multilingual dictionary support: it can handle MedDRA J (Japanese) for PMDA reporting and other regional dictionaries as needed arisglobal.com.

Causality Assessment: LifeSphere Safety allows capturing detailed causality assessments for each drug-event pair in a case. It supports both the reporter's causality (as reported on the source form) and the company's or physician's causality assessment. The software's data model can accommodate standardized causality methods – for example, it has fields to note the causality method used (such as "Naranjo scale" or "WHO-UMC criteria") and the result category. Companies can configure the list of causality categories (certain, probable, possible, unlikely, etc.) to match internal or regulatory definitions. While traditional ARISg required manual entry of causality, the new LifeSphere platform moves towards intelligent assistance: using its AI capabilities, it might flag cases where the causal relationship is unclear or suggest likely causality based on similar past cases. (ArisGlobal has indicated that machine learning could aid in consistency of causality assignment in the future flexdatabases.com.) For now, the system ensures that whatever causality is determined by medical reviewers is properly recorded and carried through to the narrative and E2B outputs. LifeSphere also facilitates **causality-related workflows** – for instance, a case can be auto-assigned to a physician for causality review if it's serious and unexpected. The **ICH E2B(R3)** XML generated includes all causality elements (drug causality assessment, assessment method, and who made the assessment) in compliance with regulatory standards.

Automation & AI Tools: One of LifeSphere Safety's distinguishing features is its **embedded AI engine** which drives multiple automation tools ccrps.org. ArisGlobal has infused machine learning and cognitive computing into their PV suite under their "NavaX" initiative. Key AI-driven capabilities include:

- **Auto-Triage and Case Intake:** The system can automatically classify incoming cases by seriousness, expectedness, and other factors to determine priority and required reporting timelines ccrps.org. It can also intake cases in structured formats (like E2B files or web portal entries) without manual data entry. For unstructured sources, ArisGlobal offers an *Advanced Intake* module that uses NLP to read narrative text (from sources like literature or call center emails) and pre-populate case fields arisglobal.com arisglobal.com. This reduces the manual effort for case creation.

- **Duplicate Detection:** LifeSphere uses AI to detect potential duplicate cases across the database ccrps.org. The algorithm compares new case data to existing cases (by patient demographics, drug, event terms, dates, etc.) and flags if a case might have been reported before, preventing double entry and ensuring data integrity.

- **Automated Narrative Generation:** Notably, LifeSphere Safety can **auto-generate draft case narratives** using its AI engine ccrps.org. The system composes a chronological narrative from the structured data: it will describe the patient, relevant history, the adverse event, and outcomes in sentence form. This narrative draft can then be reviewed and edited by a medical writer. By automating narrative writing, ArisGlobal helps reduce one of the more time-consuming aspects of case processing. This feature leverages natural language generation algorithms trained on thousands of case examples, ensuring the narrative is medically coherent. It's a significant efficiency gain and promotes consistency in narrative content across cases.

- **Signal Detection and Risk Management:** LifeSphere includes built-in signal detection tools that analyze the safety database for data trends ccrps.org. The platform can compute disproportionality metrics (like PRR, ROR) on the fly and has dashboards for signal tracking. ArisGlobal also offers an **Advanced Signals** module (part of the LifeSphere suite) which uses AI to detect complex patterns and potential signals earlier. For example, neural network models may scan the database for unusual clusters of adverse events flexdatabases.com. The system allows safety scientists to manage signals by documenting signal evaluations, attaching evidence, and tracking actions (consistent with ICH E2E guidelines on signal management). This integration means companies can go from signal detection to case drill-down to regulatory signal reporting all within one system.

Overall, ArisGlobal's **AI and automation focus** is aimed at minimizing manual data entry and repetitive tasks, thereby improving speed and quality in PV operations. A 2025 industry panel noted that ArisGlobal's use of generative AI and ML was transforming certain safety workflows at large pharma (e.g. BMS) arisglobal.com arisglobal.com.

Regulatory Compliance: LifeSphere Safety is fully compliant with global regulations and often at the forefront of new regulatory standards. ArisGlobal was notably the first vendor to achieve end-to-end compliance with both E2B(R2) and E2B(R3) in a single system arisglobal.com. By 2017, over 200 organizations used ArisGlobal's multi-tenant cloud to meet the EMA's E2B(R3) mandate arisglobal.com. The system supports all regional reporting nuances: it can handle FDA's unique E2B(R3) requirements (which include additional fields for IND reports, device reporting via the FDA's eMDR standard, etc.) arisglobal.com arisglobal.com. It also supports Japan's PMDA reporting (with PMDA-specific fields and the J-XML format), including integration of the Japanese Drug Dictionary (J-DD / IDF) for product coding safety.veevavault.help safety.veevavault.help. LifeSphere ensures 21 CFR Part 11 compliance through features like electronic signatures, comprehensive audit trails, and controlled system validation. The system also facilitates compliance with EU GVP Module VI (managing ICSRs) and Module IX (signal management), since it provides tools for both case processing and signal tracking. Additionally, ArisGlobal provides validation documents and scripts with its software updates, making it easier for clients to stay compliant when regulations change (for example, with new E2B field requirements or periodic report formats). The LifeSphere platform is updated continuously (often quarterly in the cloud model) to incorporate the latest regulatory guidelines and dictionary

versions ccrps.org. For instance, if MedDRA or WHO-DD updates or if new ICH guidelines (like E2D(R1) or E2B(R3) amendments) come out, ArisGlobal promptly updates the system and provides those to clients in a validated state. This proactive approach to regulatory support is one reason **regulators themselves have chosen ArisGlobal**: both the FDA and Health Canada use ArisGlobal technology for certain internal safety data processing needs arisglobal.com.

Integration & Standards: LifeSphere Safety is built as part of a suite, so it integrates seamlessly with ArisGlobal's other LifeSphere modules (e.g., regulatory information management, medical information, etc.). Within the PV domain, it supports all ICH standards: E2B for ICSRs, E2C for aggregate reports (it can generate line listings and summary tabulations for PSURs), and ICH E2E for pharmacovigilance planning and signaling. LifeSphere's architecture is modern REST-based, allowing integration via APIs. It can connect to EDC (electronic data capture) systems or clinical trial management systems to automatically import SAE cases from clinical studies ccrps.org. It also has a literature monitoring integration: the *LifeSphere Literature Intelligence* module can scan literature feeds for safety findings and create cases. For regulatory exchange, the system has gateway connectors for EudraVigilance (EVWEB/AS2) and FDA's ESG, and can import ACKs (acknowledgments) and route them in the workflow. ArisGlobal also touts compliance with emerging standards like **ISO IDMP** for product data, ensuring the safety system can use standardized product identifiers when those become required. Overall, LifeSphere is **fully aligned with ICH and regional standards**, and even capable of multi-tenant operations (multiple companies or divisions segregated in one instance) with appropriate data partitioning – a model useful for CROs managing PV for many sponsors.

Usability and Deployment: The latest LifeSphere Safety is a web-based application with a more modern UI compared to legacy ARISg. It emphasizes an "intelligent" user experience – for example, screens are optimized for the user's role, and dashboards provide quick oversight of tasks and metrics. Users have noted that the interface is cleaner and easier to navigate than older systems, though still comprehensive given the complexity of PV data. One advantage of LifeSphere's cloud model is **rapid deployment**: ArisGlobal provides pre-configured workflows and validation, enabling faster go-live (sometimes in a few months) than traditional on-prem setups ccrps.org. Updates are handled by ArisGlobal in the cloud, reducing IT burden on companies ccrps.org. The system is highly **scalable** – the multi-tenant cloud infrastructure can scale to accommodate growing case volumes or new company divisions without performance loss. ArisGlobal offers 24/7 support with global teams, and clients report good responsiveness and strict SLAs for the cloud service ccrps.org. In terms of configurability, LifeSphere allows a lot of tailoring via its UI (adding fields, rules, etc.) but tries to minimize the need for heavy customization by providing best-practice configurations out-of-the-box.

Known Deployments: ArisGlobal LifeSphere (and its predecessor ARISg) has a large install base among global pharma. Companies like **Novartis, Merck KGaA, and Boehringer Ingelheim** historically used ARISg for their safety databases. The transition to LifeSphere cloud has seen many of those legacy clients migrating. As of 2024, ArisGlobal states it serves over 220 life sciences companies and regulatory agencies arisglobal.com. Notably, in the regulatory sphere,

the U.S. FDA's FAERS II modernization project involved ArisGlobal – the FDA successfully piloted E2B(R3) case intake using ArisGlobal's platform fda.gov. Health Canada and China's NMPA are also listed as ArisGlobal customers arisglobal.com, indicating national agencies rely on Aris for certain drug safety workflows. This demonstrates a high level of trust in ArisGlobal's compliance and scalability. In the private sector, multiple top 20 pharmas either use ArisGlobal as their primary system or as a backup/secondary system in addition to Argus. Many midsize pharma and biotech companies also choose LifeSphere for its cloud convenience. CROs like **PRA Health Sciences** and **Icon** have been known to use ARISg/LifeSphere for handling clients' PV, especially given the system's ability to segregate data by client. With its **long track record and cutting-edge AI enhancements**, ArisGlobal LifeSphere Safety remains a leader and innovator in pharmacovigilance software ccrps.org flexdatabases.com.

Veeva Vault Safety

Vendor: Veeva Systems (USA), known for cloud solutions in life sciences.
Overview: Veeva Vault Safety is a relatively newer entrant (launched late 2018) that is rapidly gaining adoption, especially among biotech and mid-sized pharma companies. It is part of Veeva's unified Vault platform, which spans clinical, regulatory, quality, and safety applications. Vault Safety is a **cloud-native pharmacovigilance system** built with modern web technology and a strong focus on integration and user experience ccrps.org. It manages the end-to-end adverse event case process – intake, processing, and electronic submission – and is delivered as Software-as-a-Service with **continuous validation** (quarterly releases). By 2021, Veeva announced that over 50 organizations had adopted Vault Safety, including at least one top 20 pharma, and that number has only grown prnewswire.com. Vault Safety's appeal lies in its intuitive interface, quick deployment, and seamless connectivity with other Veeva Vault modules (e.g. clinical data, document management) ccrps.org.

Core Features: Vault Safety covers all standard PV functionality in a streamlined way. It offers **automated case intake** from multiple channels: cases can be entered manually via a guided UI, imported from E2B files, or pushed from other Vault sources (like a clinical Vault or call center intake form) ccrps.org. The system supports configurability of data entry forms and business rules. Key features include real-time validation of data completeness, duplicate checking during case creation, and integrated MedDRA/WHO coding tools (see below). Vault Safety automatically schedules regulatory reports based on configured country rules – it knows, for instance, that a 15-day report is needed to FDA for a serious unexpected U.S. case, etc., and tracks those due dates on dashboards. For **report generation**, Vault Safety can produce E2B(R3) XML files at the click of a button, as well as regional report formats (like EMA's CIOMS I form, FDA's 3500A PDF) via its reporting engine. The system comes with **pre-built dashboards and reports** for monitoring compliance (e.g., open cases, submissions due, late case metrics) ccrps.org ccrps.org. These interactive dashboards give managers oversight of case processing efficiency and compliance in real time. Vault Safety also includes quality and workflow tracking – for example, it can enforce a quality review step and measure case processing cycle times. One of

the strengths of Vault Safety is its unification with document management: using **Vault SafetyDocs**, organizations can manage PV documents (like aggregate reports, signal evaluations, or SOPs) in the same platform and even generate them from safety data. This means authoring a PBRER can be partially automated by pulling data directly from the case database. Overall, Veeva's core offering is a **modern, all-in-one safety solution** that leverages Veeva's cloud infrastructure to simplify PV operations prnewswire.com prnewswire.com.

MedDRA Coding: Vault Safety provides integrated tools for MedDRA coding with an emphasis on ease and intelligence. It has a built-in *MedDRA browser* that allows coding of adverse events, indications, and reactions by searching the MedDRA dictionary safety.veevavault.help. Users can type part of a term and get suggested matches at the LLT or PT level, and then assign the appropriate code. Vault Safety also supports **MedDRA synonyms and suggestions** to speed up coding. Starting from its 2023 releases, Veeva introduced an AI-driven coding assistance: the system can automatically suggest MedDRA terms for a given verbatim that isn't an exact match, using an algorithm that considers synonyms and historical coding decisions safety.veevavault.help safety.veevavault.help. Administrators can upload a company-specific synonym list or let the system build one over time (when users code a new term, it can store that mapping for future). As Veeva documentation notes, this feature improves coding efficiency for terms that are worded differently from MedDRA but have the same meaning safety.veevavault.help. For example, if a reporter writes "heart attack" and MedDRA's term is "Myocardial infarction", the system can learn to suggest the latter. Vault Safety is also capable of handling **multilingual coding**: it includes a multilingual MedDRA browser, meaning if a case is reported in Japanese or Spanish, the software can interpret and map those terms to the MedDRA codes (leveraging MedDRA's multilingual editions) prnewswire.com. This is valuable for global companies processing cases in various languages. Additionally, Vault Safety ensures that the MedDRA version is centrally managed – typically, Veeva upgrades the MedDRA dictionary in the vault with every release or as needed, so clients always have the latest version (while still retaining old versions for historical cases as needed). WHO Drug coding for concomitant medications is likewise integrated, with a lookup for drug names and automatic coding to the correct drug record. **Automation**: Combined with Veeva's AI module (Safety.AI – discussed below), Vault Safety can auto-extract event terms from narratives and pre-code them with MedDRA suggestions, significantly accelerating the coding process veeva.com.

Causality Assessment: Vault Safety has fields to record causality assessments for each adverse event/drug pair. It captures both the reporter's causality (if provided) and the sponsor's or evaluator's causality determination. The system supports multiple causality classification schemes. By default, Veeva uses a simple related/not related flag (commonly used in clinical trials and post-market cases), but it can be configured to use categories like "certain, probable, possible, unlikely, unknown" if a company prefers the WHO-UMC scale, for instance. The causality information is then included in the case narrative and the E2B submission (E2B R3 has fields for causality and the method used). **Advanced features:** Veeva is exploring AI in this area as well. According to a feature comparison, Vault Safety (in conjunction with its AI) can potentially assist in *predicting causality* or highlighting if a case's details are suggestive of a

drug relationship sourceforge.net. For example, using prior similar cases, the AI might provide a confidence level that the drug caused the event, which could guide the medical reviewer. This functionality is likely evolving, but it reflects an industry trend to use AI for decision support in causality. At minimum, Vault Safety allows the tracking of who performed the causality assessment and when, and it supports consistency checks (e.g., if a case is marked serious and unexpected but causality is "not related," the system could prompt for confirmation or rationale).

Narrative Generation: Vault Safety includes an **automated narrative generation** feature that can draft the case narrative from structured data. Veeva's help documentation describes that narratives in Vault Safety are detailed text including clinical course, outcomes, and causality, and that the system can generate a narrative for a case automatically safety.veevavault.help safety.veevavault.help. In practice, this works by using a narrative template which pulls in key fields: patient demographics, medical history, concomitant drugs, event description (with timing and outcome), lab results, and any actions taken. The generated narrative is then available for a safety reviewer to edit or approve. This ensures that even junior staff or high case volumes can yield consistent narratives, with less manual writing. While not as free-form as an AI-written narrative, this templated approach greatly increases efficiency and consistency. It also ensures the narrative is updated if case data changes (you can re-generate it). Given Veeva's integration capabilities, the narrative can incorporate data from related records (like pulling in product details from the Vault RIM module or past similar cases if needed). Users have found Vault's narrative output to require minimal tweaking for many routine cases. This **automated narrative tool** is a significant time-saver and reduces human error in summarizing cases.

Regulatory Compliance: Vault Safety was built from the ground up for compliance with contemporary standards. It was introduced after ICH E2B(R3) became the global norm, so it natively supports only E2B(R3) (and can import E2B(R2) by converting to R3 format). It meets all requirements of FDA, EMA, and other authorities for electronic submissions. For example, Vault Safety can configure FDA's regional elements like the FDA-specific report types (IND safety reports, etc.) and has been preparing clients for the FDA's E2B(R3) mandate (enforced in 2023-2024) arisglobal.com arisglobal.com. It is fully **21 CFR Part 11 compliant**, with secure user management, audit trails, and e-signature functionality. Because Veeva's cloud is a validated environment, each quarterly release comes with validation documentation – this helps companies maintain compliance without doing full re-validations themselves each time. Vault Safety also supports **PMDA reporting**: it incorporates the Japanese specific fields and allows generation of J-specific E2B files for PMDA's system, including use of the Japanese Drug Dictionary (as indicated by Vault's handling of Iyakuhinmei Data File) safety.veevavault.help. For the EU, Vault Safety integrates with EudraVigilance via a gateway (the software can send E2B files directly to the EMA's EV system and receive ACKs) safety.veevavault.help safety.veevavault.help. It also has features to help compile **aggregate reports**: through Vault SafetyDocs, it can generate content for PBRERs, DSURs, and other reports, aligning with ICH E2C(R2) and E2F guidelines. Additionally, Veeva's platform is compliant with **ISO 27001 and other security standards**, giving clients confidence in data protection for regulatory purposes. As regulations evolve (for example, new fields for medical device vigilance or IDMP

requirements), Veeva updates the Vault Safety suite to incorporate those changes, often in advance. A concrete example is the handling of combination products and device adverse events – Vault Safety supports FDA's eMDR standard (HL7 format) for device reports, which is increasingly important as companies need to comply with both drug and device reporting. In summary, **regulatory compliance is "baked in"** to Vault Safety, and Veeva's rapid update cycle ensures alignment with the latest guidelines prnewswire.com.

Integration & Standards: One of Vault Safety's key advantages is native integration with other systems, especially within the Veeva ecosystem. Because it resides on the Vault platform, it shares a common data model with Veeva Clinical (e.g. Vault EDC, CTMS) and Veeva Quality. This allows, for instance, a serious adverse event entered in Vault EDC during a clinical trial to flow automatically into Vault Safety as a new case, eliminating manual transcription. Similarly, Vault Safety can link to Vault RIM (Regulatory Information Management) so that when an ICSR is submitted to a health authority, that submission is logged in the regulatory tracker. Outside of Veeva products, Vault Safety offers a comprehensive REST API and supports standards like HL7 FHIR and E2B. Companies have integrated Vault Safety with their medical information systems (for intake of spontaneous reports from call centers) and with third-party analytics tools. Notably, Veeva provides a **Safety & Quality Integration** where quality complaints can be evaluated for adverse events and sent to Vault Safety if needed – useful for combination product or manufacturing issues turning into PV cases. For signal detection, Veeva introduced **Vault Safety Signals** in recent updates, providing functionality to monitor product-event combinations and detect signals within Vault (including the ability to add *MedDRA queries* for signal groups) safety.veevavault.help safety.veevavault.help. This shows Veeva's commitment to covering ICH E2E (signal management) in addition to case processing. Vault Safety's data is also easily exported for use in external signal detection tools or statistical analysis if desired. Regarding standards, Vault is fully aligned with ICH E2B(R3) as mentioned, and also uses the ISO/ICH Individual Case Safety Report (ICSR) schema for both import and export. It can generate **ACKnowledgment messages** for partner systems and parse incoming ACKs to update case status automatically safety.veevavault.help. Another standard Vault Safety embraces is **IDMP**: Veeva has been preparing the ability to manage product dictionaries in line with ISO IDMP, which will allow precise identification of products in cases (this ties in with Vault RIM's IDMP capabilities). In summary, Vault Safety is built as an **open yet unified system**, making data exchange and interoperability a strong suit ccrps.org.

Usability and Scalability: Users often praise Vault Safety's **modern and intuitive interface**. A senior PV director at a biotech was quoted saying *"Veeva Safety beats a lot of the competition by a long shot. It's intuitive and easy to use, and having first-hand access to our safety data is irreplaceable."* veeva.com. The UI is clean, with web-style forms, autocomplete fields, and dynamic sections that show only relevant fields based on context (for example, showing additional questions if an event is a death). This design reduces clutter and training time. New users can get up to speed quickly compared to older systems that had steeper learning curves. Vault Safety's interface is also highly responsive and accessible via standard browsers without plugins. Another usability aspect is the **seamless integration**: users can navigate from a case

record to related regulatory documents or reference information within the same interface, since all is on Vault. The system supports all major browsers and is optimized for performance. On the **scalability** front, Veeva Vault is a multi-tenant cloud that scales horizontally. As an organization grows or case volume spikes, Veeva handles the infrastructure scaling behind the scenes (adding server capacity, etc.). This means even very large volumes can be processed without the client needing to invest in new hardware. Veeva has reported customers ranging from small biotechs with a few dozen cases to big pharmas and global CROs using Vault Safety successfully prnewswire.com prnewswire.com. The fact that a top 20 pharma company adopted Vault Safety by 2021 demonstrates its scalability and reliability for enterprise use prnewswire.com. Furthermore, Vault Safety benefits from Veeva's commitment to high availability and performance – their cloud boasts strong uptime, and support is provided around the clock for critical issues. Another dimension of scalability is **functional scalability**: Veeva offers the Safety Suite (which includes Vault Safety for case management and Vault SafetyDocs for report authoring). Clients can start with just the core ICSR module and later expand to use SafetyDocs for aggregate reports or SafetySignals for signal management, etc., as their needs grow. This modular approach, all within the same platform, is attractive for companies planning long-term PV growth. Finally, Veeva's **upgrade model** (multiple updates per year) ensures the system continuously improves. Each upgrade is managed by Veeva and comes validated, which reduces the internal effort for companies to keep the system in top shape with new features (like the recently added AI capabilities, improved dashboards, etc.) ccrps.org.

Automation & AI (Vault Safety.AI): Veeva has invested in automation under the product name **Vault Safety.AI**, which works in tandem with Vault Safety to automate case intake and processing. Vault Safety.AI uses **natural language processing (NLP) and machine learning** to extract data from unstructured sources like emailed reports, PDFs of adverse event forms, literature articles, or call center notes veeva.com veeva.com. It can take a source document and automatically pull out key fields: patient info, drug, events, dates, labs, etc., populating a new case in Vault Safety. This drastically reduces manual data entry. Safety.AI also performs **duplicate case detection** by comparing the new case to existing ones using algorithms, and it flags potential matches (or automatically links them as follow-ups if certain) veeva.com. Another major feature is **auto-coding**: as noted earlier, Safety.AI can generate **medical coding recommendations** for MedDRA and WHO Drug based on the text, leveraging its built-in medical libraries veeva.com. It provides a confidence score for each suggested code, allowing a human to quickly verify the coding veeva.com. Over time, the machine learning model improves as it learns from user corrections (the system tracks when users accept or change its recommendations and retrains models accordingly) veeva.com veeva.com. Safety.AI's benefits include scaling to high case volumes without equivalent increase in staff – one can handle surges of adverse event reports (for example, during a product launch or a safety crisis) more efficiently veeva.com veeva.com. It also ensures more consistent data quality, as the AI will apply the same rules to every case. Vault Safety.AI is integrated such that an incoming email or document can be fed into it, and a case is created in Vault Safety with fields pre-populated and a summary ready for a case processor to review. This human-in-the-loop model maintains oversight while automating the grunt work. Veeva has also exposed parts of this via API –

meaning companies can plug in other systems (say, a medical information system) to send cases to Safety.AI for processing and then into Vault Safety veeva.com. This kind of **hyper-automation** is a cutting-edge aspect of Vault Safety and aligns with industry trends to apply AI to PV (for example, other vendors have similar AI triage products, but Veeva's advantage is having it natively in the suite). To summarize, **Vault Safety.AI provides automated case ingestion, duplicate detection, and auto-coding with NLP/ML**, greatly enhancing Vault Safety's scalability and efficiency veeva.com veeva.com.

Known Deployments: Vault Safety has seen rapid uptake especially among emerging pharma and biotech companies that want a modern, low-IT-footprint solution. Companies like **Dermavant Sciences** and **CRISPR Therapeutics** have publicly shared their positive experiences moving to Vault Safety, highlighting improved oversight and user friendliness veeva.com veeva.com. Several CROs (such as **Catalyst Clinical Research** and **Biomapas**) also adopted Vault Safety to collaborate with sponsor clients on one platform veeva.com veeva.com. Notably, **UCB** (a top 30 global pharma) and **Merck & Co.** have been cited in Veeva's materials as undergoing safety system transformations with Veeva – indicating that even large enterprises are transitioning from legacy systems to Vault Safety veeva.com veeva.com. By 2025, Veeva claims dozens of customers across all sizes, and in Asia-Pacific the uptake is notable (per Biopharma APAC, more than 50 organizations globally use Vault Safety apps) veeva.com biopharmaapac.com. Given Veeva's strong reputation in clinical and regulatory solutions, many companies that already use Veeva for clinical trials or regulatory submissions find value in adding the safety module to achieve a **unified R&D platform**. Vault Safety's momentum suggests it will continue to capture market share, especially as companies seek to leverage integrated data (e.g., linking clinical and safety data for faster signal detection) and benefit from the continual innovation Veeva delivers in AI and cloud services prnewswire.com veeva.com.

SafetyEasy by AB Cube (EXTEDO)

Vendor: AB Cube (France) – marketed globally in partnership with EXTEDO (Germany).
Overview: SafetyEasy is a cloud-based pharmacovigilance and "multivigilance" system aimed at providing a **cost-effective, out-of-the-box safety database** for organizations of all sizes. AB Cube launched SafetyEasy as one of the first SaaS PV solutions in the mid-2000s, and it has since been adopted by over 300 organizations across 90 countries extedo.com. EXTEDO, a well-known life sciences software provider, partners with AB Cube to offer SafetyEasy to a broad market. SafetyEasy is designed to handle not only pharmacovigilance (drug safety) but also related domains like medical device vigilance, cosmetovigilance, and nutrivigilance in one system extedo.com. Its focus is on **efficiency and compliance with minimal IT overhead**, making it popular among small to mid-sized pharma, biotech, generics manufacturers, and even some regulators or public health programs.

Core Features: SafetyEasy covers the full spectrum of adverse event case management and regulatory reporting, with an emphasis on simplicity. Key capabilities include:

- **Single Safety Database:** It provides a central repository for all safety data (clinical trial SAEs, spontaneous post-market reports, medical device incidents, etc.) in a validated environment extedo.com extedo.com. All users access the same system via a web interface, ensuring data consistency.

- **ICSR Processing and Reporting:** SafetyEasy supports intake of serious and non-serious cases from various sources. It can generate all the standard regulatory report formats like E2B(R3) XML, FDA's 3500A, CIOMS forms, etc., with built-in validation to meet each agency's technical specs extedo.com. The software has an **EMA-certified E2B(R3) gateway** integration, which means users can transmit reports directly to EudraVigilance (and other authorities via E2B) from within the system extedo.com. This eliminates the need to manually upload XML files to regulator portals. SafetyEasy also handles aggregation: it can produce line listings and summary tabulations for periodic reports (PSUR/PBRER) and has the ability to generate periodic safety documents themselves or at least the data outputs for them extedo.com. It even mentions support for **DSUR** generation for clinical trial annual safety reports extedo.com.

- **Workflow & Deadline Tracking:** The platform includes workflow management features that help users track the status of each case and ensure activities are completed on time extedo.com extedo.com. It has configurable email notifications and online dashboards that remind users of upcoming submission deadlines or pending tasks extedo.com. For example, it will highlight cases approaching the 15-day report deadline or follow-ups due. Managers can oversee multiple projects in the system, each with their own workflow states, which is useful for CROs or companies with many products.

- **Multivigilance Support:** One unique aspect is that SafetyEasy is built to manage different types of vigilance (drugs, devices, cosmetics, etc.) in one solution extedo.com. It can intake and process adverse events related to medical devices (supporting **HL7 eMDR** format for FDA device reports) and cosmetic product incidents, etc., applying the specific regulatory rules for each domain extedo.com. This is beneficial for companies needing a unified solution rather than separate systems for each product type.

- **Compliance Tools:** SafetyEasy ensures data quality through integrated validation rules (business, technical, and internal validations) that fire on data entry to prevent errors extedo.com extedo.com. It's fully audit-trailed and Part 11 compliant, and EXTEDO provides validation scripts so that implementation is rapid. The system is **pre-validated** for common use cases and only needs minimal configuration to be inspection-ready.

- **Quick Deployment:** A major selling point is the very short implementation timeline. SafetyEasy can be configured and fully validated in as little as **two weeks**, as it requires no heavy customization and comes with standard configurations out-of-the-box extedo.com. This contrasts with legacy systems that take months to implement. The UI is deliberately kept simple and user-friendly, reducing training needs extedo.com. Users often note they can start entering cases with only a brief orientation.

Despite its simplicity, SafetyEasy is **functionally rich**. It supports advanced needs like **literature monitoring** (with a built-in module) and signal detection (via an integrated Business Intelligence module), discussed below, making it a well-rounded PV suite.

MedDRA Coding: SafetyEasy fully supports MedDRA coding standards for adverse events and indications. The application is *"built specifically to support the E2B(R3) EudraVigilance system and MedDRA coding standards,"* ensuring all events entered are coded to MedDRA terminology extedo.com. When a user enters an adverse reaction, the system can auto-suggest the proper MedDRA term. In fact, SafetyEasy includes an AI-driven coding assist: the **CasEasy AI** module uses Natural Language Processing to read case text and then *"suggest Adverse Events (MedDRA-coded)"* to the user extedo.com. This means if a narrative or description contains a clinical term, the system's AI will recognize it and propose the corresponding MedDRA Preferred Term. This greatly speeds up coding, especially for complex cases with multiple events. Users can also search the MedDRA dictionary manually via the interface if needed. SafetyEasy keeps track of MedDRA version usage and can accommodate version updates easily (EXTEDO typically ensures the latest MedDRA is loaded as part of their service). It also integrates the WHO Drug Dictionary for coding medications – ensuring concomitant medications and suspect drugs are coded to standard drug names. By enforcing MedDRA and WHO-DD usage, SafetyEasy helps maintain consistency and facilitates accurate signal detection and reporting across all cases extedo.com extedo.com. Additionally, because SafetyEasy is multivigilance, it likely supports other coding dictionaries relevant to devices (e.g., IMDRF codes) and cosmetics, though MedDRA remains central for clinical effects.

Causality Assessment: In SafetyEasy, causality assessment is captured as part of case processing. Users can input the reporter's causality opinion and the company's or investigator's causality. The system doesn't specifically mention a built-in algorithm like Naranjo, but it provides the necessary fields to document causality according to various scales. For instance, one can configure drop-down options for causality (e.g., Related/Not Related, or Definitely/Probably/Possibly/Unlikely) to mirror whatever assessment scale the organization uses. SafetyEasy will include the causality in the narrative and in the E2B report (E2B R3 has fields for drug-role and causality). The **CasEasy AI** might also assist here indirectly by *"flagging potential serious cases"* extedo.com, which could be based on event terms and expectedness, thereby hinting at causality needing attention. While not an algorithmic causality determination, it shows AI is used to identify cases where causality is critical (e.g., a serious unexpected event might inherently warrant a detailed causality review). For medical devices, causality (often called device relationship or malfunction relatedness) can also be tracked. Overall, SafetyEasy ensures that causality assessments are recorded and can be included in regulatory submissions and analysis. The system likely allows configuration of multiple suspect products per case, each with its own causality assessment for each reaction, aligning with the ICH E2B data structure.

Automation & AI Tools: Despite being marketed as a simple solution, SafetyEasy incorporates several **advanced automation and AI-driven modules** to enhance efficiency:

- **CasEasy AI (Intelligent Case Creation):** This feature uses NLP to **automatically create cases from unstructured inputs** extedo.com. Users can import files (PDFs, images like JPEG/PNG scans of reports, even handwritten documents) and CasEasy will parse the text to populate case fields extedo.com. For example, if an emailed adverse event report or a scanned CIOMS form is received, the AI will extract information (patient age, gender, drug name, adverse event description, dates, etc.) and initiate a case with those details. This can reduce manual data entry by up to 70%. CasEasy also, as mentioned, suggests MedDRA-coded events from the text and flags if a case appears to meet seriousness criteria so that those can be highlighted extedo.com.

- **SafetyEasy Converter (OCR Module):** This is an OCR (Optical Character Recognition) module specifically designed to **read and convert standard forms** into structured data extedo.com. It can take documents like CIOMS forms, FDA MedWatch forms, or other Serious Adverse Event forms and automatically extract the fields into the database. This not only saves data entry time but also ensures accuracy (less chance of transcription error). According to EXTEDO, the Converter can reduce case intake time significantly (they cite up to 70% reduction) extedo.com.

- **Literature Manager:** SafetyEasy has a module to streamline **literature screening** for adverse events extedo.com. It connects to PubMed and other literature databases to pull relevant publications. Then it uses AI to triage the articles, highlighting those that likely contain potential case reports extedo.com. It can even automatically create draft cases from those articles by feeding the content through the CasEasy NLP. This greatly reduces the volume of literature that safety staff must manually review, focusing attention only on those abstracts or papers that mention adverse events of interest.

- **Business Intelligence (BI) Module:** SafetyEasy includes a BI and analytics module powered by Qlik Sense technology extedo.com. This provides **visual dashboards and dynamic reports** for safety data analysis and signal detection. Users can interactively explore the safety data – e.g., view adverse event frequencies, reporting trends over time, disproportionality analyses, etc. EXTEDO notes that this BI module (which coincidentally is similar tech as used by the FDA) helps improve detection of safety signals by giving a 360° view of data extedo.com. It likely includes some pre-built signal detection algorithms (like PRR calculations) and compliance KPIs. With such analytics, even a smaller company can perform quantitative signal detection without needing a separate tool.

- **Automation for Submissions (iTAP):** The SafetyEasy suite offers a tool called **iTAP** for automated intake of cases from external databases extedo.com. Specifically, iTAP allows retrieval of cases from EudraVigilance (L2A and MLM reports) and lets companies filter and import relevant ICSRs for their product portfolio extedo.com. This helps MAHs comply with the requirement to screen EudraVigilance for potential reports on their products. iTAP will download the regulator's cases and allow the user to decide which need to be "pulled in" to their SafetyEasy database (for example, cases from literature or other sponsors that mention their drug). Every decision is tracked, and selected cases can be imported directly into SafetyEasy in E2B format extedo.com. This is an automation of what could otherwise be a very manual surveillance task.

Collectively, these features demonstrate that SafetyEasy, while user-friendly, is *far from basic* – it leverages AI to minimize manual tasks in case intake, coding, and literature, and uses automation to ensure compliance steps (like submissions and follow-ups) are handled efficiently. The **AI capabilities (NLP, machine learning)** embedded in CasEasy and the Literature Manager

give smaller companies access to advanced tech without a huge investment extedo.com extedo.com.

Regulatory Compliance: SafetyEasy is fully compliant with international PV regulations and is kept up-to-date by the vendor. It explicitly adheres to **ICH guidelines and regional regulations**: it meets FDA 21 CFR Part 11 requirements for electronic records/signatures, EU GMP Annex 11 for computerized systems, and the EU Good Pharmacovigilance Practice (GVP) modules extedo.com. The system supports **ICH E2B(R3)** entirely – it was designed around the E2B(R3) data model from the start, given its focus on EudraVigilance reporting extedo.com. It also has backward compatibility or conversion for E2B(R2) if needed. SafetyEasy's compliance envelope includes being **PMDA-ready**: it can produce PMDA reports and likely supports the E2B(J) specifics (EXTEDO has experience with Japanese requirements). IDMP (Identification of Medicinal Products) readiness is noted – the system is *"ready for forthcoming standards such as IDMP"* extedo.com, implying the data model can handle the IDMP fields for products once those are mandated. For medical devices, SafetyEasy supports **HL7 eMDR** for FDA device adverse event submissions extedo.com, which shows it's not limited to drugs. The vendor takes care of hosting in a secure environment (often on validated cloud infrastructure), including data backup, disaster recovery, and performance monitoring, all aligning with regulatory expectations for validated systems pharmaceutical-business-review.com pharmaceutical-business-review.com. With more than 25 years in PV domain, the team behind SafetyEasy also offers validation assistance and keeps the system aligned with changes like new E2B implementation guides or GDPR data privacy requirements. Importantly, **numerous health authorities and companies have vetted SafetyEasy in audits and inspections**, given its wide usage. EXTEDO cites that using SafetyEasy is "the simplest and most cost-effective way to ensure effortless compliance with current and future drug safety regulations" extedo.com – a strong statement supported by its global regulatory coverage. The software includes audit trail reports and compliance check dashboards (e.g., for missed timeline alerts) which help companies be inspection-ready at all times.

Integration & Standards: SafetyEasy offers integration capabilities through APIs for connecting with other systems (e.g., clinical trial databases, quality systems). It supports **bi-directional data exchange** via an E2B gateway and other interfaces extedo.com. This means it can import cases from partners or licensees in E2B format and export cases similarly – critical for companies with licensing agreements and co-marketing partners to share safety data. It also provides **REST APIs** that allow integration with in-house applications or portals (EXTEDO mentions API connections for seamless integration extedo.com). Standards-wise, SafetyEasy is aligned with all relevant ones: it uses **E2B(R3) XML** for case exchange, supports **MedDRA** and **WHO-DD** as discussed, and likely can integrate with health IT standards like HL7 FHIR if needed (though HL7 is more in clinical domain). The mention of **EDI/INT-AS1** and secure internet standards in BaseCon's background (BaseCon being the underlying company) shows they have a foundation in standard electronic communication protocols pharmaceutical-business-review.com. Practically, this ensures that SafetyEasy can securely send/receive ICSR files and other regulatory docs with digital signatures and encryption as required. Additionally, because

it's offered as a service, AB Cube/EXTEDO ensure the system stays compliant with new **ICH updates** – for example, if ICH E2D (on post-approval safety data management) or E2E (signal management) impose any new system requirements, those would be incorporated. It's worth noting that SafetyEasy's multivigilance approach might also mean it adheres to standards in those domains, like the EU's guidance on materiovigilance for devices or COSMOS standards for cosmetics. All in all, SafetyEasy is built on **standard technology and protocols** to maximize compatibility and data exchange in a global pharmacovigilance context pharmaceutical-business-review.com pharmaceutical-business-review.com.

Usability and Scalability: SafetyEasy prides itself on *ease of use*. The interface is described as simple and intuitive, with minimal training required extedo.com. Screens are user-friendly, often with wizards or clear sections that guide the user through case entry. Because the system is an out-of-box solution, everything is standardized, which means a new user at one company will see a similar interface as a user at another company using SafetyEasy – benefiting industry consultants or contractors who move between firms. The software supports **multiple languages** for the UI, which is helpful for global teams. EXTEDO's clients have praised that SafetyEasy "streamlined processes, significantly reducing manual tasks and minimizing risk of errors" extedo.com. With regard to scalability, while SafetyEasy is targeted at small-to-mid scale operations, it is used by hundreds of organizations, some of which have sizable case volumes. It's deployed in the cloud with a **multi-tenant architecture**, allowing it to scale resources as needed for increasing workloads. A single instance can support multiple affiliates or divisions – useful for companies that want a central safety database for all regions but with localized reporting. Notably, SafetyEasy is used not only by companies but also by some government programs and non-profits in emerging markets ccrps.org, showing it can handle diverse scales. However, extremely high-volume Fortune-50 pharmas might still lean towards Argus or Aris, but SafetyEasy positions itself as able to serve "organizations of any size, location and specialty" extedo.com. The **support model** is also a plus for usability: AB Cube/EXTEDO provide ongoing support, including proactive updates (like adding new MedDRA versions or adapting to E2B spec changes) without the client having to manage technical details. This ensures users can focus on pharmacovigilance work rather than system maintenance.

Known Deployments: SafetyEasy has a strong presence especially in Europe and Asia among mid-sized pharma and biotech. EXTEDO's case studies mention companies like **Medigen Vaccine Biologics** and **Sopharma** (a pharmaceutical group in Eastern Europe) as users extedo.com. Also, **The Mentholatum Company** (known for OTC products) appears as a customer extedo.com. These illustrate the range from biotech to consumer health. Additionally, because of its multivigilance capabilities, some **medical device manufacturers** and **cosmetics companies** have adopted SafetyEasy to cover their safety reporting needs in those categories, which often smaller firms struggle to manage. Given its competitive pricing and quick setup, SafetyEasy has been chosen by many sponsors in emerging markets and by CROs who provide PV services. Its widespread adoption in 90+ countries means regulatory inspectors in various regions are familiar with it. AB Cube (the developer) being a pioneer in this space likely also collaborated with regulators or industry initiatives early on; for instance, the French

pharmacovigilance system at one point considered using or interfacing with SafetyEasy. In summary, **SafetyEasy/SafetyBase** (as it's sometimes referred) is recognized as one of the **most user-friendly and widely used SaaS PV solutions** for small and mid-tier needs blog.drugvigil.com blog.drugvigil.com. It exemplifies how a lean, automation-rich system can fulfill global PV requirements without the complexity of older enterprise systems.

Ennov PV-Works

Vendor: Ennov (France).
Overview: Ennov PV-Works is a comprehensive pharmacovigilance software suite that evolved from the well-known **PV-Works** product originally developed in the UK. Ennov acquired PV-Works and now offers it as part of the Ennov Pharmacovigilance Suite, covering human and veterinary pharmacovigilance. PV-Works is distinguished by its **flexible deployment options (on-premise or cloud)** and strong configurability, making it suitable for mid-sized pharma, generics manufacturers, CROs, as well as niche sectors like animal health ccrps.org ccrps.org. The system is designed to meet both regulatory reporting needs and the business process needs of safety teams, with workflows that can be tailored without coding. Ennov PV-Works is often praised for being a **"user-friendly yet powerful"** solution that doesn't require extensive IT support to manage.

Core Features: The Ennov PV-Works suite provides end-to-end case management for both clinical and post-market cases:

- **Case Intake & Management:** PV-Works offers an optimized interface for entering adverse event cases, whether human drug cases or veterinary cases en.ennov.com en.ennov.com. It allows data capture via flexible templates, meaning the form can adapt to the source (spontaneous report, study case, literature report, etc.). One standout feature is that cases can be entered in local languages and the system can auto-translate them to English upon import, which is useful for global companies en.ennov.com. The case workflow is fully configurable – administrators can define the stages (e.g., New -> Triage -> Processing -> QC -> Submitted -> Closed) and automate actions like email alerts for each stage.

- **Human and Veterinary Support:** PV-Works is one of the few systems that explicitly supports **veterinary pharmacovigilance** in addition to human. It has fields and dictionaries for animal species, breeds, and veterinary medicinal products. This is key for animal health companies who must report adverse events to agencies like EMA's veterinary unit. Ennov provides separate modules (PV-Works Human and PV-Works Vet) but on a unified platform so that processes are similar. It can also handle special cases like lack-of-efficacy reports or environmental adverse events, which are relevant in vet PV.

- **Regulatory Reporting:** The software is **ICH E2B(R3) compliant**, enabling electronic submission of ICSRs to regulators worldwide en.ennov.com. It supports generating E2B files and also provides options for other formats like CIOMS forms or FDA's paper forms if needed. PV-Works can produce periodic report outputs and helps track due dates for aggregate reports. It includes country-specific reporting logic and report forms (for example, it can generate Canada's Health Canada CIOMS variant, etc.). The system's flexibility extends to supporting **local report formats**; smaller health authorities often have their own forms, and PV-Works can be configured to generate those as custom outputs.

- **Workflow and Query Tools:** PV-Works comes with a powerful querying and data analysis tool built-in en.ennov.com. Users can query the safety data using a search-engine style interface or more structured criteria. This allows for retrieving cases for review (e.g., all cases with a certain event or all cases pending submission). The system also provides signal detection support (described below) and trending analysis as part of its reporting module. Role-based security is present, and it supports collaboration – e.g., one can assign a case to a specific user or group and track that through closure.

- **Configurable UI and Automation:** One of Ennov's philosophies is to allow configuration without coding. PV-Works lets admins customize data entry screens, adding or removing fields and sections to match their business needs en.ennov.com en.ennov.com. It also has features like "drag-and-drop palette for frequently used data" and even **speech-to-text for narratives** (meaning a user can dictate the narrative and the system will transcribe it) en.ennov.com. These features improve user experience and efficiency. The system has "social style" case management tools – possibly a comment or discussion thread on cases, facilitating internal communication about a case within the tool en.ennov.com. Automation wise, PV-Works can auto-schedule follow-ups, auto-send acknowledgment emails to reporters, and other workflow automations configured via the Ennov Workflow engine.

MedDRA Coding: Ennov PV-Works includes integrated medical coding support. It boasts *"simplified MedDRA coding"* with a rapid coding tool and searchable vocabulary lists en.ennov.com en.ennov.com. In practice, as users input an adverse event term, they can search the MedDRA dictionary within the case form. The system likely provides suggestions as you type and allows filtering by SOC or hierarchy. According to a user guide, PV-Works returns all MedDRA entries for both the Preferred Term and any synonyms when searching, making it easier to find the correct code pv247.com blog.drugvigil.com. The system can also enforce coding: fields can be set to only accept coded terms (so that users must choose from the dictionary rather than free-text after initial entry). Ennov supports multiple dictionary versions and can upgrade MedDRA versions, providing a "recode" function if terms have changed. It also supports the WHO Drug dictionary for medication coding. The presence of **searchable vocabulary lists** and **search engine style querying** likely extends to coding – meaning one can quickly query how a term was coded or find all cases coded with a certain MedDRA term en.ennov.com. Additionally, the mention of AI in Ennov's platform (they have an Ennov AI module) suggests future or optional AI assistance in coding, though not explicitly detailed for PV-Works. Nonetheless, PV-Works effectively ensures MedDRA is used consistently for all adverse events, which is critical for compliance and signal detection.

Causality Assessment: PV-Works allows users to record the causality assessments provided by reporters (e.g., physicians) and make their own company assessment. It supports multiple suspect drugs per case, each with potentially a different causality relationship to the event. The UI can be configured to include causality questions in the case form (for example, "Related (Y/N)" or a drop-down with standard categories). These fields tie into the E2B causality elements. Notably, Ennov PV has the flexibility to incorporate different causality scales; if a particular client wants to implement the Naranjo algorithm, they could configure custom fields or a form to capture the answers to Naranjo's questions and then compute a score – likely outside the core system but stored within it. For most, a simpler approach is used: just capturing the final causality decision. The Ennov case management interface is quite user-friendly for medical review tasks, so causality assessments can be filtered (e.g., one could query all cases marked related and serious for a product). The **audit trail** will capture any changes in causality assessment over follow-ups. Moreover, because PV-Works is used by some **regulators and service providers** en.ennov.com en.ennov.com, it likely can capture multiple evaluations of causality (e.g., initial reporter, company, regulator's assessment) if needed. The system doesn't advertise an automated causality algorithm, focusing more on making it easy for users to input and manage that information.

Automation & Special Tools: Ennov's PV solution, while not as heavy on AI marketing as some, includes several noteworthy tools:

- **Signal Detection & Analytics:** The Ennov PV suite includes a *Signal Detection & Management* module en.ennov.com. This suggests that PV-Works can perform basic signal detection functions such as computing reporting rates, generating adverse event distributions, and possibly running disproportionality analyses if connected to a larger database. It likely allows the user to flag potential signals and manage an internal signal log. Ennov emphasizes that all human and vet PV data is in "one unified database" while also providing "advanced signal detection and PV data analysis tools" en.ennov.com. This indicates that even if PV-Works doesn't have an Oracle Empirica-level statistical engine, it at least provides the data outputs or integration to do quantitative signal analysis. It may integrate with Ennov's Analytics product (part of their Unified Compliance platform) en.ennov.com to allow more complex analysis or visualization of safety data.

- **Case Processing Efficiency Tools:** PV-Works has features aimed at speeding up case processing. The **optimized UI** (with things like drag-and-drop palettes for often-used fields, and speech-to-text for narrative dictation) is itself a form of automation aiding efficiency en.ennov.com. The system supports bulk actions as well – for instance, if multiple cases need to be updated or submitted, it can often do batch processing. The search and query mechanism is "Google-like", enabling quick retrieval which is a kind of automation for the user – you can find relevant cases or reference data fast without writing complex queries en.ennov.com.

- **Integration & Data Import:** PV-Works allows importing cases from external sources through E2B files or other data formats. It likely supports automated importing from email or folders, with some configuration. For companies migrating from another system, Ennov has tools to import legacy data (mapping old fields to PV-Works fields). Also, PV-Works can integrate with medical information systems to automatically create cases from medical inquiries that contain adverse events. This kind of integration can be set up via Ennov's API or connectors.

- **Partner Collaboration:** Ennov PV-Works is often used by **service providers** (like PV outsourcing firms or consultants) en.ennov.com. The system thus supports multi-tenant data separation or at least multi-sponsor segregation within one instance. This means a PV service company can manage cases for multiple pharma clients in one PV-Works system while keeping data firewalled. That implies automation in terms of case routing and reporting according to each sponsor's requirements.

Overall, Ennov PV-Works doesn't heavily advertise AI features, but it focuses on **smart design and configurability** to streamline PV workflows. Its "Unified Compliance" platform also lists an **Ennov AI** component en.ennov.com, which hints that AI capabilities (perhaps similar to what others do: duplicate detection, smart coding, etc.) could be either present or on the roadmap.

Regulatory Compliance: Ennov PV-Works is designed to meet global PV compliance standards and is marketed as a solution that makes staying compliant easier. It is **fully validated and 21 CFR Part 11 compliant** (Ennov itself holds ISO 9001 and 27001 certifications for quality and security) en.ennov.com en.ennov.com. Ennov ensures that PV-Works supports **all ICH E2B(R3) elements** for both submission and receipt of ICSRs. The system is regularly updated to align with regulatory changes (for example, when EMA adapted E2B(R3) or when new fields like traceability info for vaccines were introduced, Ennov provided updates). PV-Works also supports **EU GVP compliance**, including features like tracking of QPPV (Qualified Person for PV) oversight, case unblinding functionality for SUSARs (serious unfounded adverse reactions in trials) etc. In fact, Ennov's documentation notes that the interface was developed with actual customer feedback to improve compliance and user experience, indicating a strong practical alignment with regulatory workflows en.ennov.com. The system's **audit trail** and e-signature for case approvals ensure inspectors can see who did what and when, satisfying Part 11 and EU Annex 11 expectations. It's also worth noting that Ennov PV has been around (through PV-Works) for quite some time, and is used by regulators as well, which underscores its compliance credibility. For instance, the **USDA (U.S. Department of Agriculture)** has used PV-Works for its veterinary pharmacovigilance system usda.gov. Ennov PV-Works complies with local regulations too – being used in over 40 countries, it supports local literature requirements, different timeframe rules, etc. Also, Ennov's flexibility allows companies to easily generate **PSMF (Pharmacovigilance System Master File) data** from the system (for example, lists of all cases, lists of all deviations, etc., needed for a PSMF). Ennov's commitment to compliance is further shown by their references: they highlight over 25 years of experience with 450+ life science customers, which means PV-Works has been tried and tested through numerous inspections and audits en.ennov.com.

Integration & Standards: Ennov PV-Works offers integration within the Ennov suite and externally. Within Ennov's unified platform, PV-Works can integrate with modules like Ennov Document Management (for archiving source documents or generating report submissions), Ennov RIM (to tie safety findings to regulatory submission records), and Ennov Quality (to handle any CAPAs or deviations from PV processes). For external integration, Ennov provides **APIs and support for data exchange standards**. It can consume and produce E2B files for partner exchange and is known to integrate with health authority systems (for example, connecting to EudraVigilance or other national DBs via secure email or gateway). The search result \ [25]

indicates that Ennov PV supports both **automated and manual import/export, including E2B R3 XML** blog.drugvigil.com. It also likely supports importing Excel or CSV files for bulk data loads if needed (for example, uploading a batch of cases from a clinical trial). According to MedDRA's official site listing of tools, **Ennov PV** (and Flex, etc.) are listed as Commercial Tools that implement MedDRA and standards meddra.org meddra.org. Another integration aspect is E2B gateway connectivity – Ennov can either use a built-in gateway or integrate with third-party gateway solutions (like AXWAY or Extedo's gateway) to send ICSRs. Standards like **AS2** for E2B are supported. For medical devices, Ennov PV (if covering devices) would support the IMDRF terminologies and perhaps HL7 v2/v3 for device reporting. Veterinary wise, it supports the VICH standards (which are analogous to ICH for vet). Additionally, Ennov PV-Works is known to be **highly interoperable** due to its modern architecture – clients mention it "seamlessly integrates into existing PV operations" and can mirror existing processes digitally en.ennov.com en.ennov.com. In summary, Ennov PV-Works adheres to all relevant PV data standards and provides the connectivity needed to operate in a global PV environment.

Usability and Deployment: Ennov PV-Works emphasizes **user-centric design**. The interface is 100% web-based and modern, which was a result of redesigning certain screens per user feedback en.ennov.com. It's optimized for efficiency in data entry – for example, call center staff can have a screen that mirrors the flow of a phone call with a reporter, capturing information in a logical sequence en.ennov.com. The system even supports use on tablets or via lightweight web forms for off-site case capture (e.g., a rep could enter a case on a tablet at a conference). This focus on the end-user makes training easier and data entry faster (Ennov claims it "dramatically speeds up data entry" and "reduces training overhead" through its intuitive layout en.ennov.com en.ennov.com). Regarding deployment, Ennov offers both **cloud and on-premises** options, and clients can switch between them if needed en.ennov.com. This is relatively unique; it gives companies control if they want their data in-house or are fine with Ennov's cloud. The cloud service is single-tenant (each customer has its own instance), giving more control over upgrade timing and data isolation en.ennov.com. Ennov's claim of "no IT skills required" for configuration and management speaks to the ease of use for admins – adding a new product or user is straightforward via the UI, not needing scripting or coding en.ennov.com en.ennov.com. Scalability-wise, Ennov has deployments ranging from small biotechs to large regulators, so PV-Works can scale to significant volumes, though ultra-large pharma might still use other systems. Performance is optimized by Ennov's modern tech stack, and as noted, they have over 500,000 users trusting Ennov across all modules, indicating robustness en.ennov.com. For support, Ennov has a strong track record of on-time, on-budget implementations (they cite 98.5% success) en.ennov.com. This means new customers can expect a relatively **fast and smooth implementation**. Many find PV-Works appealing because it covers specialized needs (like vet PV) without needing separate systems, consolidating training and maintenance.

Known Deployments: Ennov PV-Works (and its predecessor versions) have a global user base, especially in Europe, North America, and Asia-Pacific. It's known that **regulatory agencies** such as the French ANSES (for veterinary PV) or the USDA in the US have utilized PV-Works usda.gov. Several mid-sized pharma companies (including generics manufacturers and vaccine

companies) use PV-Works for their global safety database. For example, **Mylan** (a generics giant, now part of Viatris) had at one point used PV-Works for some regions, and **Mitsubishi Tanabe** (Japan) was an ARISg user that looked at PV-Works for some functions. In veterinary pharma, companies like **Zoetis** and **Boehringer Ingelheim Animal Health** have reportedly used PV-Works Vet in certain regions. Also, CROs and service providers have PV-Works to manage multiple clients – the **PV247 online platform** is an example that offered PV-Works as a service. Given Ennov's reference to "trusted by pharma, CROs, service providers, and regulators" en.ennov.com, it's clear the tool is well-regarded across different organization types. Ennov itself has 450+ life science customers across its product lines en.ennov.com, many of which likely use the PV suite. With its combination of human and vet support and strong core functionality, **Ennov PV-Works is considered a leading solution particularly for companies requiring flexible workflows or those in the veterinary and specialty pharma space** ccrps.org ccrps.org.

Flex Databases PV

Vendor: Flex Databases (headquartered in EU, with global operations).
Overview: Flex Databases Pharmacovigilance is a newer, integrated drug safety module offered by Flex Databases, which is known for its eClinical solutions (CTMS, EDC, etc.). The Flex PV system is an **end-to-end safety database** covering collection, triage, evaluation, and submission of safety data in one platform blog.drugvigil.com. It is designed to be robust and compliant, yet provide **excellent value for money** with a user-friendly interface blog.drugvigil.com. Flex PV stands out by incorporating advanced technology – including artificial intelligence – to automate many PV activities. It's marketed as an **up-and-coming PV solution** that can compete with established players by offering modern features such as cloud deployment, multi-language support, and AI-driven efficiencies blog.drugvigil.com flexdatabases.com. Flex's PV system is fully integrated with their broader clinical trial and data management platform, which makes it attractive to CROs and sponsors who want a unified system from clinical through post-market.

Core Features: Flex Databases PV offers comprehensive functionality:

- **Case Management:** It supports entry and management of ICSRs from clinical trials (SUSARs, SAEs) and post-marketing sources (spontaneous reports, literature, etc.). The interface is clean and web-based, guiding users through required fields. The system performs **automatic duplicate search** for incoming cases based on configurable criteria (like patient, event, etc.), helping to identify if a case might have been reported before blog.drugvigil.com blog.drugvigil.com. It also has **automated validity checks** – for example, ensuring minimum information for a valid case is present, or checking that required fields for serious cases are filled blog.drugvigil.com. These quality checks reduce errors and omissions before submission.

- **E2B(R3) and Data Exchange:** Flex PV supports both automated and manual import/export of case data, handling **E2B(R3) XML format** for regulatory submissions blog.drugvigil.com blog.drugvigil.com. It can also import E2B files received from partners or regulators. The system's export options include Excel, Word, PDF in addition to XML, which cover internal reporting needs (Excel line listings, Word narrative outputs, etc.) blog.drugvigil.com blog.drugvigil.com. One limitation noted is that export options are *limited to common formats (Excel, Word, XML, PDF)*, which likely suffices for most use cases blog.drugvigil.com blog.drugvigil.com.

- **Global Regulatory Support:** Flex PV is built to handle both ICH E2B(R2) and R3 standards (the vendor explicitly supports both R2 and R3 to accommodate different regions) blog.drugvigil.com blog.drugvigil.com. It also has an inbuilt **AS2 gateway** for direct electronic submissions, meaning it can connect to authorities like EMA and FDA for sending reports blog.drugvigil.com. The inclusion of an AS2 gateway indicates a high level of sophistication, allowing secure, encrypted transmissions of ICSRs without manual steps. Additionally, Flex PV's design covers both **clinical trial PV and post-approval PV** seamlessly in one system blog.drugvigil.com. This ensures companies can use one database for both development and marketed product safety, which improves consistency and oversight.

- **Special Tracking Features:** The system includes dedicated tracking functionalities, for example: tracking **pregnancy cases** and **literature cases** separately with special workflows blog.drugvigil.com blog.drugvigil.com. Pregnancy cases often require follow-up over time, and literature cases have unique processing, so having dedicated modules for these shows attention to PV nuances. Multi-language capability is another feature – the UI and perhaps data entry support multiple languages to accommodate global teams blog.drugvigil.com.

- **Integration with Other Modules:** Since Flex is an eClinical suite, the PV module integrates with their EDC/CTMS. For instance, if using Flex EDC, an SAE can be flagged in the EDC and then automatically transferred to the PV module, reducing duplicate data entry. Similarly, it can integrate with their Quality module (e.g., linking deviations or CAPAs if needed for PV process issues).

MedDRA Coding: Flex Databases PV fully leverages standard medical terminologies. It has **built-in medical coding support for MedDRA and WHO Drug**, and interestingly, Flex's platform (especially their EDC) is known to handle multiple dictionaries including ATC and ICD if needed admin.meddra.org flexdatabases.com. In the PV context, the system will prompt the user to code adverse events to MedDRA. Flex has gone a step further by employing AI for *auto-coding*: they describe *"using machine learning algorithms to automate medical coding according to MedDRA or WHODrug"* flexdatabases.com. The system's AI can likely suggest the best MedDRA term for a given reported event and perhaps even auto-select it if confidence is high. This kind of AI-based coding can significantly speed up case data entry and ensure consistency. An image in their blog shows AI used to *"auto-code in the Flex Databases PV system"* flexdatabases.com – essentially, the neural network processes the reported verbatim and outputs a coded term. This feature means that for common events, human coders may just verify the AI's suggestion rather than perform a manual search. Of course, users can override or choose a different code if needed. Flex PV also ensures dictionary updates can be loaded (they likely provide updates for MedDRA and WHO periodically). By maintaining alignment with the latest MedDRA versions and utilizing AI to learn coding patterns, the system can improve coding accuracy over time. This is

particularly useful for large trial datasets or post-market databases where manual coding of every term would be labor-intensive.

Causality Assessment: Flex PV allows for capturing causality assessments and is exploring AI in this domain too. It provides fields for investigators' causality in clinical trial cases and for the company's causality in aggregate. Based on the SourceForge summary, key features of Flex (or at least comparable to Veeva) include *"seriousness prediction, causality assessment, expectedness and more"* via automation sourceforge.net. And indeed, Flex's blog indicates that AI can assist in tasks beyond coding: for instance, *predictive algorithms could foresee which cases are likely to be drug-related* as part of signal detection or risk management flexdatabases.com. In normal operation, Flex PV will still rely on human input for final causality assessment, but AI might flag anomalies (e.g., if an event is very atypical for the drug, it might highlight it). The system also likely cross-checks causality with expectedness (i.e., if marked unrelated but listed event, etc., it can prompt queries). The **predictive signal detection** mentioned suggests the AI might correlate various factors to identify signals or potential causal relationships across cases flexdatabases.com. Regardless, for regulatory reporting, Flex PV populates the causality fields in E2B and includes the assessment in narratives and aggregate data appropriately.

Automation & AI Tools: Flex Databases PV is at the forefront of using AI in PV as per their own communications:

- **AI for Signal Detection:** Flex describes the use of AI in *"detecting and managing signals"*. They mention **multimodal signal detection**, **neural network-based signal detection**, and **predictive signal detection** flexdatabases.com. This implies that their system (or associated analytics) can ingest diverse data (perhaps combining their PV data with external data like FAERS or literature) and use neural network models to find patterns that might indicate a new safety signal. Predictive signal detection could mean forecasting an increasing trend before it crosses a traditional threshold. These AI approaches aim to enhance traditional disproportionality methods by finding complex patterns in the data (for example, multiple concomitant factors that could predispose to an ADR).
- **Duplicate Detection:** The system's AI likely improves duplicate case detection beyond simple rule-based comparisons. A neural network could identify duplicates even if data isn't an exact match (e.g., recognizing two reports describe the same event with slightly different wording or dates). This reduces the chance of missing a duplicate or erroneously merging non-duplicates.
- **Case Prioritization:** By using AI to predict seriousness or case impact, Flex PV can help prioritize which cases need fastest attention. For instance, an algorithm might read the narrative and predict the case is serious even before full data entry (maybe catching that it mentions hospitalization), which the system then flags for immediate processing.
- **Efficiency Gains:** The Flex blog explicitly notes that AI and automation "eliminate human errors, standardize processes, shorten processing cycle, and reduce manual work" in PV flexdatabases.com. Concretely, the system can automate case distribution to the appropriate safety officer based on AI analysis, or auto-fill certain assessments to minimize manual steps.

Besides AI, Flex PV includes other automation like **scheduled reporting** (automatically compiling aggregate data for PSURs), **reminders** for follow-ups, and possibly **integration with E2B partners** (auto-import of partner cases via gateway). Another neat aspect: because Flex is one platform, they can integrate PV with other data such as clinical data. For example, linking an adverse event from EDC to the PV record ensures consistency and might automatically update the PV case if more info comes in via EDC follow-up.

Regulatory Compliance: Flex Databases PV is built to be compliant with all relevant regulations and to pass audits for both clinical trial and post-market safety. It supports **21 CFR Part 11** (user accounts, password policies, audit trails, e-sigs) and **EU Annex 11**. Given that Flex is an EU-based company, they are attuned to EMA requirements as well. The system enabling both E2B R2 and R3 is crucial for compliance since some countries (like China until recently) required E2B(R2) and others E2B(R3) – Flex handles both seamlessly blog.drugvigil.com. The inclusion of an AS2 gateway for direct submissions to authorities underscores their commitment to regulatory compliance and efficiency (AS2 is used by FDA and EMA for safety report submissions). Flex PV is also prepared for **Vigilance in other domains** (they mention vaccine PV specifically in some marketing), suggesting compliance with specialized reporting (e.g., CDC VAERS for vaccines, which uses similar structures). They also highlight compliance with GxP and international standards as a key design principle pharmaceutical-business-review.com.

Furthermore, Flex's integration of AI doesn't compromise compliance – they likely validate those AI tools and allow manual override so human experts remain in control (a regulatory expectation). The system's robust audit trails would capture AI suggestions vs. human decisions. Flex also keeps up with dictionary updates and regulation changes (like new E2B fields for COVID-19 data etc.).

Flex's platform is **validated SaaS**, meaning they provide necessary validation documentation for their releases, and they follow an SDLC that aligns with regulatory expectations. For instance, their compliance page likely details how they meet ISO 9001 or 27001, and how data can be hosted in compliance with data privacy laws.

Integration & Standards: Flex PV is part of an **all-in-one platform**, which means it's natively integrated with Flex's CTMS, EDC, etc., but it also has open interfaces. According to MedDRA's list, "Flex Databases PV System" is recognized as a tool using MedDRA meddra.org, and Flex EDC is noted for built-in coding with MedDRA and WHO (which indicates synergy in using those dictionaries across modules) flexdatabases.com. Flex PV can integrate with other company systems via RESTful APIs or file exchanges. For example, some companies might integrate Flex PV with their medical information call center software so that any adverse event call automatically creates a case in Flex PV.

Since they emphasize automation, Flex PV likely has capabilities to schedule jobs like periodic line listing generation, partner data exchange, etc. It can also generate data for **aggregate reports (like tabulations)** directly blog.drugvigil.com. Their approach is very **standards-driven**: usage of E2B, AS2, MedDRA/WHO, etc., ensures it fits into global PV networks. One can

also surmise that Flex PV, being modern, could leverage **cloud architecture** for integration (like providing a web portal for investigators to report SAEs directly into PV, etc., though this might be part of their CTMS/EDC bridging).

Usability and Scalability: Flex PV is touted as user-friendly and intuitive. It has a modern UI consistent with their other products (which are known for being clean and configurable). Multi-language UI means users can work in their preferred language, which helps global teams. The system is also multi-tenant capable, so CROs can use one instance for multiple sponsors separated by access controls. For scalability, Flex PV is cloud-based (though on dedicated private cloud per client I believe), and can scale as needed. Flex being relatively new means it uses up-to-date tech stack that can handle large data volumes and many simultaneous users. They specifically call out that it provides "excellent value for money" – implying that it offers enterprise-grade features at a lower cost scale, which is attractive especially to mid-sized firms or CROs looking to optimize budgets blog.drugvigil.com.

Flex has reported that its PV module is being considered one of the emerging leaders, which suggests initial adopters are happy and it's gaining recognition. The **AI enhancements** also mean that as case volume increases, the system can cope by automating more instead of requiring linear increase in staff.

Known Deployments: Being an emerging tool, Flex Databases PV has been adopted by some CROs and smaller pharma companies so far. For example, **CROs in Eastern Europe and Asia** that already used Flex for CTMS have started using the PV module. Flex's own marketing indicates usage in vaccine pharmacovigilance contexts, so possibly some vaccine trial networks or smaller vaccine manufacturers use it flexdatabases.com. With the push for digital transformation, new biotechs might choose Flex PV to avoid the old big systems. Also, some local pharmacovigilance service providers (in CIS countries, for instance) might use Flex to manage clients' safety data cost-effectively. While not yet as widespread as Argus or ArisGlobal, **Flex Databases PV is quickly making a name as a modern PV solution** especially for organizations that value integration with clinical systems and AI-assisted automation blog.drugvigil.com flexdatabases.com.

Other Notable Solutions and Databases

In addition to the major systems detailed above, there are several other pharmacovigilance software solutions and databases that play significant roles globally:

- **BaseCon SafetyBase:** *Vendor:* BaseCon A/S (Denmark). BaseCon's SafetyBase is a long-established PV system (since 1999) known for its **user-friendly design and SaaS delivery**. It's tailored for smaller pharma, biotech startups, and academic centers that need a simple yet compliant safety database ccrps.org. SafetyBase supports core features like ICSR capture, MedDRA/WHO-DD coding, narrative generation through templates, and E2B submissions, all through a lightweight web interface ccrps.org. It is widely used in Europe, often praised for being *"the most user-friendly PV solution available"* pharmaceutical-business-review.com. BaseCon emphasizes compliance with FDA and EMA regulations and provides a fully hosted solution where they handle system validation, backups, and updates for clients pharmaceutical-business-review.com pharmaceutical-business-review.com. This means small companies can ensure GxP compliance without internal IT infrastructure. BaseCon also supports electronic communications and secure gateways (they were early adopters of secure email and EDI for report exchange) pharmaceutical-business-review.com. While BaseCon may not have advanced AI, it excels in **simplicity, flexibility, and service** – customers value that procedures are simplified and work routines made more effective by the system pharmaceutical-business-review.com pharmaceutical-business-review.com. BaseCon SafetyBase has been a "go-to" solution for many medium enterprises and some CROs who need a straightforward, cost-effective PV database. Its longevity and satisfied user base demonstrate that it meets regulatory needs reliably.

- **Clinevo Safety:** *Vendor:* Clinevo Technologies (with offices in USA, UK, EU, India). Clinevo Safety is part of a broader eClinical suite, focusing on R&D and PV processes. It's a **cloud-based pharmacovigilance solution** that supports clinical trial safety and post-market reporting, with compliance to global standards (GxP, ICH). Clinevo emphasizes flexibility and **cost reduction**, aiming to help smaller companies and CROs avoid heavy investments. Notably, Clinevo provides support for both E2B(R2) and E2B(R3) reporting and includes an **inbuilt AS2 gateway** for electronic submissions blog.drugvigil.com. It claims support for signal detection and even loading of external datasets like FAERS for signal analysis blog.drugvigil.com. Being multi-regional, Clinevo has teams that assist in implementation and ensures data can be hosted as per client's regional needs (important for data residency compliance). While Clinevo is not as widely known as others, it's one of the **new generation of PV solutions** that leverage cloud tech to deliver end-to-end PV capability affordably. Companies that have adopted Clinevo often cite its customer support and the ability to configure the system to their needs (it's somewhat modular). With offices and clients in multiple continents, Clinevo Safety is gradually expanding its footprint among biotechs and service providers.

- **UMC's VigiBase and VigiFlow:** *Context:* VigiBase is the WHO's global individual case safety report database, maintained by the Uppsala Monitoring Centre (UMC). It's not a software that companies buy, but it's a critical PV system internationally. **VigiBase** houses millions of ICSRs from member countries, and regulatory authorities use its data for signal detection and benchmarking of global AE trends ccrps.org. For instance, regulators can see if a signal for a drug-event is emerging worldwide. UMC provides tools like **VigiLyze** for data analysis on VigiBase, and companies can get summary information through publications. While sponsors don't directly use VigiBase for their company PV, it influences their signal detection activities – many will monitor signals identified in VigiBase. **VigiFlow**, on the other hand, is a software provided by UMC to national pharmacovigilance centers (and some small companies) to manage adverse event reports and submit them to VigiBase. VigiFlow is essentially a simplified safety database aligned with WHO standards. Small pharmaceutical companies or those in countries without their own system sometimes use VigiFlow to maintain their PV data (especially if they have to report to the local authority who also uses VigiFlow). It supports data entry, MedDRA coding, and E2B submission to the national center/WHO. However, it's not as feature-rich as Argus/Aris and is intended for basic case management. In summary, **VigiBase** (with VigiFlow) is a cornerstone of global pharmacovigilance, enabling cross-country signal detection ccrps.org. Though not a commercial product in the usual sense, its existence means any PV software used by companies must be able to output data compatible with VigiBase (which all E2B-compliant systems do). Companies also often use VigiBase data (via UMC or publications) to supplement their own signal detection efforts.

- **MyPV:** *Vendor:* MyPV (possibly a smaller vendor/consortium offering it). MyPV is an example of a **low-cost, entry-level PV tool** aimed at very small organizations – consultancies, startups, non-profits ccrps.org. It provides the basics: case intake forms, a small database to store cases, MedDRA coding support, and the ability to export or print case summaries. It likely does not have an integrated E2B gateway but can produce files or listings that can be manually submitted. MyPV's value proposition is its **simplicity and affordability**, allowing those with lean operations to get started with computerized PV rather than using spreadsheets. It might not support automation or advanced reporting, but it covers the essentials for compliance on a small scale ccrps.org. As organizations grow, they often migrate from tools like MyPV to larger systems. Still, for many in emerging markets with only a handful of cases, MyPV or similar lightweight systems fulfill local regulatory requirements (like maintaining a safety log and submitting via email).

- **Sparta Systems TrackWise (for PV):** *Vendor:* Sparta Systems (now a Honeywell company). While TrackWise is primarily known as a Quality Management System (QMS), it has been used by some companies for tracking adverse events, particularly in medical device companies. Sparta even offered a "TrackWise Safety" template that could manage complaint and adverse event processing for device manufacturers biospace.com. It includes workflow for intake, investigation, and reporting to regulators like FDA (through eMDR). Some pharma companies have used TrackWise to manage PV-related quality issues or to track follow-up tasks from Argus/Aris. However, TrackWise is not a full-fledged ICSR database in the way Argus is; it's more about process management. Its significance lies in the fact that certain device firms integrated quality and safety processes via TrackWise. Additionally, Sparta has been exploring AI (via a partnership with an AI firm Sorcero) to intelligently mine adverse event information in text pharmaceuticalcommerce.com. With Honeywell's acquisition, an increased focus on life sciences solutions may bring more PV-oriented developments in TrackWise Digital. For now, it's a **notable peripheral player** – not a primary PV database for drugs, but relevant for device vigilance and as part of integrated compliance solutions.

- **Other Emerging Tools:** The PV software market has a number of smaller or regional tools. For example, **PharmaExplorer** in China, **JCI's VAERS Enterprise** for some government vaccine programs, or **ARISg Lite** for smaller companies. Also, **OpenPV** initiatives are being discussed (as indicated by efforts to create open-source PV databases blog.drugvigil.com), though a robust open-source PV solution has yet to gain traction. As pharmacovigilance embraces more AI and cloud tech, new entrants focusing on specific niches (like automating narrative writing using NLG, or social media adverse event monitoring tools that feed into safety systems) have emerged. Companies often use these in conjunction with their main safety database. For instance, tools for literature screening (like **Embrace by Konectbox**) or for social media scanning (like **Amplion Alert** or others) can plug into the workflow of any main PV system.

In conclusion, while Oracle Argus, ArisGlobal LifeSphere, and Veeva Vault Safety currently dominate large enterprise pharmacovigilance, the ecosystem of PV software is rich and evolving. Established mid-tier solutions like SafetyEasy and Ennov PV-Works cater to those needing quick deployment and flexibility, whereas innovative platforms like Flex Databases PV and others are pushing the envelope with AI integration. Organizations choose a solution based on their size, budget, and strategic needs – some prioritize **seamless integration and modern UI (Veeva)**, others trust in **proven scalability and depth (Argus, ArisGlobal)**, and yet others seek **affordability and specificity (SafetyEasy, BaseCon, etc.)**. All these systems, however, share common goals: ensuring adverse events are reported accurately, analyzed effectively for signals, and managed in compliance with the global patchwork of pharmacovigilance regulations.

Comparative Highlights Across Systems

Each of the leading PV systems has strengths that align with particular organizational needs. Below is a comparative overview on key dimensions:

- **Deployment and Hosting:** Legacy-leading systems like **Oracle Argus** traditionally offered on-premise deployments (with cloud as an option via Oracle Cloud or managed service), which appeals to companies wanting full data control. In contrast, **Veeva Vault Safety** and **ArisGlobal LifeSphere** are true cloud-native solutions, delivering rapid deployment and automatic upgrades without local IT burden ccrps.org. Ennov PV-Works and SafetyEasy provide hybrid models – they can be deployed on-premise or in the cloud, giving a balance of compliance and flexibility (Ennov even allows switching deployment modes) ccrps.org en.ennov.com. This means a company with strict data residency rules might lean toward Argus or Ennov (for on-premise), whereas a fast-scaling biotech may prefer Veeva's multi-tenant cloud for convenience.

- **Integration with Other Systems: Argus** and **Veeva** both excel in integrations but in different ways. Argus, through Oracle, can integrate with clinical systems (EDC, CTMS) and is often paired with Oracle Empirica for signal detection ccrps.org. It also has APIs for custom integration and supports external BI tools like Tableau or PowerBI for analytics ccrps.org. Veeva, on the other hand, offers *native* integration within its unified Vault suite – it seamlessly connects PV with clinical, regulatory, and quality modules, which is attractive for end-to-end data flow ccrps.org. ArisGlobal also provides a unified platform (LifeSphere) covering regulatory, medical affairs, etc., enabling cross-functional integration (for example, linking a safety issue to a labeling change in the regulatory module). Ennov similarly has a unified compliance platform (with Ennov Doc, RIM, etc.) around PV-Works en.ennov.com. For companies, this means if they prefer a one-stop platform, Veeva, Aris, Ennov might be more appealing; if they have a heterogeneous IT landscape, Argus with its proven APIs might fit in well. All major systems support standards like **HL7/FHIR** or custom APIs to exchange data if needed.

- **Automation and AI:** In terms of embedded AI and automation, **ArisGlobal LifeSphere** and **Veeva Safety** have pulled ahead by integrating AI for tasks like intake, coding, narrative writing, and signal detection ccrps.org veeva.com. **LifeSphere's AI engine** automates triage and duplicate checks and writes draft narratives, clearly positioning it as a leader in AI-driven efficiency ccrps.org. **Veeva's Safety.AI** uses NLP/ML to automate case ingestion and coding with confidence scoring veeva.com veeva.com. Meanwhile, **Oracle Argus** (as of 2025) relies more on traditional rule-based automation (advanced workflow rules, auto-queries, etc.) rather than AI/ML, though Oracle is likely exploring AI add-ons. **SafetyEasy** has introduced AI modules (CasEasy, literature AI) bringing it on par with bigger players in specific areas like document reading and coding suggestions extedo.com extedo.com. **Flex Databases PV** is explicitly using neural networks for signal detection and auto-coding, showing that newer entrants can be quite innovative flexdatabases.com flexdatabases.com. Thus, organizations that value cutting-edge AI might lean toward ArisGlobal, Veeva, or even Flex, whereas those who prioritize a well-established, heavily configurable (but less "intelligent") system might choose Argus or Ennov PV which have more manual workflows but deep configurability.

- **User Interface and Usability: Veeva Vault Safety** is often cited for its clean, modern UI and intuitive user experience – built recently with user-centric design, it tends to win favor for ease of use veeva.com. **SafetyEasy** and **BaseCon** are also lauded for simplicity, targeting non-specialist users with easy navigation pharmaceutical-business-review.com extedo.com. **Ennov PV-Works** improved its UI significantly, focusing on efficiency (like speech-to-text, minimal training needed) en.ennov.com. **Argus and older ARISg** historically had more dated interfaces (thick-client or older web UI) that could be clunky, but new versions (Argus 8.x with web UI, LifeSphere's redesigned interface) have narrowed that gap. Still, Argus is complex by nature given the breadth of its functionality; it often requires more extensive training. When comparing, **smaller companies or those with high turnover** might prefer the more user-friendly systems (Veeva, SafetyEasy), whereas **large organizations** often accept a more complex UI (Argus, Aris) due to the richer feature set and because they have specialized trained staff. The **learning curve** is therefore something to consider – Vault Safety's learning curve is generally short, Argus's is longer.

- **Scalability and Performance:** All the listed systems can handle significant case loads, but Argus and ArisGlobal have proven track records in extremely high volume environments (tens of thousands of cases annually across dozens of countries) – these are battle-tested for large enterprise scalability. **Argus** can be scaled on Oracle hardware and tuned extensively; **ArisGlobal** multi-tenant cloud is also designed to scale for large pharma (220+ companies on it including big regulators is a testament) arisglobal.com. **Veeva's multi-tenant cloud** also scales, and with more big pharma adopting it, it's showing capability to handle enterprise loads (plus Veeva's cloud infrastructure can dynamically allocate resources). **Ennov and SafetyEasy** have scaled to mid-tier needs (hundreds of thousands of cases across customers). The difference might come in performance under heavy customization or complex workflows – Argus has had issues historically if overly customized or if the database isn't maintained, whereas Veeva's philosophy of configuration-not-custom-code ensures performance is optimized by the vendor. For a company anticipating rapid growth in case volume (e.g., launching multiple products globally), **cloud solutions like Veeva or ArisGlobal** might offer more peace of mind due to vendor-managed scaling ccrps.org. Those with stable or lower volumes could use any system without issue, but might choose based on other factors.

- **Signal Detection and Analytics: ArisGlobal LifeSphere** includes native signal detection dashboards and tools, making it a one-stop shop for both case management and signal management ccrps.org ccrps.org. **Veeva** has recently added a Safety Signals module, and even within Vault Safety it supports tracking product-event combinations and linking out to aggregate analysis safety.veevavault.help safety.veevavault.help. **Argus** itself doesn't have an advanced built-in signal tool; Oracle provides **Empirica Signal** as a separate product for that purpose. Many Argus users thus either use Empirica or export data to other analytics tools. **SafetyEasy** leverages Qlik Sense BI to allow signal detection and KPI monitoring within the system extedo.com. **Ennov PV** has a signal management module and can integrate with Ennov Analytics for more complex analysis en.ennov.com. For companies that want integrated signal detection (per ICH E2E) without buying a separate solution, ArisGlobal's and SafetyEasy's approach might be beneficial. Conversely, organizations that prefer best-of-breed analytic tools might not mind that Argus requires a separate analytics product, as they might anyway use a dedicated data warehouse or tool for signal detection.

- **Customization and Implementation Effort:** There's a trade-off between deep configurability and speed of implementation. **Oracle Argus** is highly configurable (almost every field, workflow, report can be tailored), but that comes with longer implementation times – often 6-12 months to fully stand up and validate Argus for a large org with migration ccrps.org. **ArisGlobal LifeSphere** and **Veeva** offer more out-of-the-box configurations (based on industry best practices) which can result in faster implementations – sometimes just 2-4 months for initial go-live ccrps.org. Veeva touts a 12-week implementation in a case study veeva.com. **SafetyEasy** is perhaps the fastest – literally within weeks – because it is almost plug-and-play with minimal customization by design extedo.com. **Ennov PV-Works** sits in between: it can be implemented relatively quickly if using standard settings, but it allows extensive tailoring without coding, which can extend timelines if a lot of customization is desired (though far less than custom-coding something from scratch). In deciding, a company that needs a system **immediately** to meet compliance (say a rapidly approaching license or a need to replace manual tracking post-approval) might favor systems like SafetyEasy or Veeva for quick deployment. One that values **fine-grained customization** (like very bespoke workflows or integration of unusual data elements) might lean toward Argus or Ennov where such tweaks are feasible (with cost/time). The CCRPS comparison notes Argus implementations are longer and costlier, whereas cloud options deliver faster go-lives with pre-configured templates ccrps.org ccrps.org.

- **Cost and Licensing:** Though exact costs are often proprietary, general trends are: **Argus** typically uses a named-user or concurrent-user licensing (plus hefty implementation and support fees), suitable for large installations ccrps.org ccrps.org. **Veeva and ArisGlobal** use subscription models (annual subscription based on modules and volume), which can be more scalable for growth but also mean recurring expenses in OPEX instead of CAPEX ccrps.org. The CCRPS guide gave ballpark ranges: Argus enterprise license might be high upfront but then lower maintenance, whereas Veeva's per-user per-year costs can accumulate ccrps.org. **SafetyEasy** and **Ennov** often have flat site licenses or lower price points making them attractive to mid-sized firms ccrps.org. For instance, PV-Works was estimated at a fraction of Argus's cost annually ccrps.org. **Flex Databases PV** likely positions itself cost-competitively to undercut the big players, offering possibly flexible pricing for the integrated platform. Companies with tight budgets or fewer users often opt for those mid-tier systems for cost-efficiency, especially if they don't need the full complexity of an Argus. On the other hand, a top-10 pharma with hundreds of PV users might negotiate an enterprise Argus or Aris deal that, while expensive, covers their global use with full vendor support and validation packages.

In summary, the **choice of a pharmacovigilance system** involves balancing these factors: *compliance capabilities vs. ease-of-use, depth of features vs. speed of deployment, and upfront cost vs. ongoing value*. Table 1 below synthesizes some of these comparisons:

Software	Deployment	Best For	Notable Strength
Oracle Argus Safety	On-premise or Oracle Cloud	Large enterprises, high case volume	Advanced case processing workflows & proven regulatory compliance:contentReference\ [oaicite:330\]{index=330}
ArisGlobal LifeSphere	Cloud (Multi-tenant)	Mid-to-large pharma, global CROs	AI-driven automation (triage, narrative) & built-in signal detection:contentReference\ [oaicite:331\]{index=331}
Veeva Vault Safety	Cloud-native (SaaS)	Modern biotechs, fast-scaling companies	Seamless integration and streamlined E2B submissions (unified suite):contentReference\ [oaicite:332\]{index=332}
Ennov PV-Works	On-premise or Cloud	Specialty pharma & veterinary sector	Flexible workflow customization, veterinary PV support:contentReference\ [oaicite:333\]{index=333}

EXTEDO/AB Cube SafetyEasy	Cloud (SaaS)	Small-to-mid companies, rapid deployment	Quick setup, multivigilance coverage, AI-assisted intake
Flex Databases PV	Cloud (Private SaaS)	CROs, integrated clinical & PV needs	AI-based signal detection and auto-coding features

Table 1: High-level comparison of leading PV platforms (adapted from industry directory ccrps.org).

It's evident from the above that no one system is "best" in all aspects; each offers unique advantages. For example, Argus leads in extensive real-world use and integration with external analytics, LifeSphere and Flex are on the forefront of AI, Veeva offers unparalleled cross-domain unification, and SafetyEasy excels in cost-effective compliance with minimal effort.

Conclusion

Pharmacovigilance software systems are the backbone of drug safety surveillance for pharmaceutical manufacturers, marketing authorization holders, and regulatory bodies. The leading solutions globally – Oracle Argus, ArisGlobal LifeSphere, Veeva Vault Safety, SafetyEasy, Ennov PV-Works, among others – all provide the critical capabilities for adverse event reporting, case management, MedDRA coding, causality assessment, regulatory submissions, and signal detection, but they differ in technology approach, feature emphasis, and target user base.

Over the years, the industry has moved from primarily on-premise, manual-intensive systems to **cloud-based, automated platforms** infused with artificial intelligence and advanced analytics. This evolution is driven by the need to handle increasing case volumes efficiently and to detect safety signals earlier, all while meeting stringent global compliance requirements. For instance, the integration of **AI for narrative generation and auto-coding** in systems like LifeSphere and Vault Safety addresses the chronic resource constraints in PV by cutting down manual writing and coding time ccrps.org veeva.com. Similarly, real-time global collaboration is now possible due to cloud platforms – a safety issue discovered in one country can be immediately shared and addressed by colleagues around the world in the same system, whereas earlier era solutions often required data consolidation from disparate local databases.

All systems detailed support the **MedDRA dictionary and WHO Drug coding**, underscoring how standard terminologies are central to pharmacovigilance. The ways they implement it (like AI suggestions in Veeva or enforced coding in Argus) may vary, but the result is a consistent language for safety data, enabling meaningful analysis and communication.

They also universally support **E2B(R3) electronic reporting** – a non-negotiable in today's regulatory environment – but some go further by easing the transition (ArisGlobal boasting full R2/R3 dual compliance early on arisglobal.com, or SafetyEasy simplifying E2B gateway connectivity extedo.com). For companies operating globally, support for FDA, EMA, PMDA, and other health authority requirements out-of-the-box is crucial. Systems like Argus and

LifeSphere, used directly by regulators, give confidence that compliance is well covered arisglobal.com. Tools like BaseCon and MyPV show that even at a smaller scale, compliance (21 CFR Part 11, GVP, etc.) can be achieved without an elaborate system, which is important for resource-limited settings.

Causality assessment remains largely a human-driven component across systems, but we see steps toward more standardized or assisted approaches. Whether through structured fields, algorithms, or AI flagging, the goal is to ensure consistent causality reasoning which in turn affects expectedness and ultimately the labeling of products. It is likely future updates will bring more automation here (perhaps integrated Naranjo calculators or machine learning models predicting causality from case features).

One cannot ignore the importance of **usability and support for automation** as deciding factors. A system that is scalable but hard to use can introduce its own risks (errors, user frustration, process delays). That's why modern PV software designs put emphasis on intuitive interfaces, role-based views, and reducing clicks and manual steps (exemplified by Ennov's and Veeva's UI strategies en.ennov.com veeva.com). Support for automation extends beyond AI – it includes things like auto-scheduling reports, email notifications, template-driven outputs, and partner data exchange automation. These are now table stakes; an audit of PV systems today will often focus on how the tool minimizes human error (for instance, does it prevent a case from being closed if it's missing required fields? Does it automatically remind the user of a looming regulatory deadline?). All the leading systems incorporate such controls as part of compliance support.

Known deployments give a practical indication of trust and capability. Argus being used by the majority of top pharmas ccrps.org speaks to its reliability for large-scale operations. ArisGlobal and Veeva being adopted by regulators and big pharmas signals that cloud solutions have matured to be acceptable even to the most risk-averse stakeholders arisglobal.com veeva.com. SafetyEasy's hundreds of customers show the demand for affordable PV solutions across diverse geographies extedo.com. When selecting a system, organizations often consult peer benchmarks: what do similar companies use, and with what success? Many top 20 pharmas run a combination (for example, one might use Argus for drugs, a separate system for devices, and VigiFlow for a specific program, and perhaps evaluate moving to a unified cloud platform). The trend in the industry is consolidation and seeking efficiency – which is why products like Veeva (unifying data) and those with strong automation are increasingly favored for new implementations.

In conclusion, the landscape of pharmacovigilance software in 2025 is characterized by **robust compliance, integrated automation, and cloud-driven accessibility**. Companies have a spectrum of choices: from heavy-duty systems with every bell and whistle to lean solutions that get the job done with minimal complexity. The best choice depends on the organization's size, portfolio, geographic reach, and strategic priorities (innovation vs. tried-and-true, initial cost vs. long-term ROI, etc.). What is clear is that whichever system is chosen, it must enable the PV team to **protect patient safety and satisfy global regulatory obligations efficiently and**

reliably. The ongoing enhancements in these leading PV platforms – incorporating AI, improving user experience, expanding analytic capabilities – all serve to strengthen the pharmacovigilance function as a cornerstone of public health and drug development in the modern era.

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