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What is Veeva Vault? A Guide to the Life Sciences Cloud

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What is Veeva Vault? A Guide to the Life Sciences Cloud

Executive Summary

Veeva Vault is a cloud-based enterprise content and data management platform for regulated life sciences organizations. Launched in 2011, Vault provides a **single source of truth** for controlled documents, data, and workflows across R&D and commercial functions (www.fiercehealthcare.com) (intuitionlabs.ai). Built as a true multi-tenant SaaS platform, Vault unifies quality management, clinical trials, regulatory, safety, and commercial content on **one validated cloud** (www.fiercehealthcare.com) (intuitionlabs.ai). For the fiscal year ended January 31, 2026, Veeva reported **1,552 total customers** and **\$3.195 billion** in total revenue ([Veeva's FY2026 results](#)). Hundreds of pharmaceutical, biotech, and medical device companies worldwide have adopted Vault applications. For example, **over 450 companies** (including all top 20 pharma) use Vault eTMF to manage clinical trial documents (www.veeva.com), **450+ companies** (including 19 of the top 20 pharma) use **Vault RIM for global regulatory management**, and Veeva's current Vault Quality page says **500+ life sciences organizations** and **17 of the top 20 global pharmaceutical companies** trust Vault Quality. Vault currently hosts **over 600 million documents and 16 billion data records** globally, with under-2-second retrieval times (pharmaphorum.com). Customers report major efficiency gains – e.g. Kythera Biopharma standardized Vault eTMF to reduce trial **Master File** reconciliation time by 40% (www.veeva.com).

Veeva Vault's industry-specific design includes configurable workflows, content models, and quality and training applications. Veeva provides validation documentation for Vault, but regulated customers remain responsible for risk-based assurance of their intended use, configuration, integrations, procedures, and controls ([Veeva](#)). Because Vault is a *single, up-to-date codebase*, Veeva can push continuous upgrades (now 97% of customers upgraded in ~10 minutes) without heavy versioning projects (pharmaphorum.com).

(intuitionlabs.ai). The platform also provides rich APIs, SDKs, and **Veeva AI Agents** — launched in December 2025 — to apply **Generative AI** to life-sciences workflows (prnewswire.com). Initial agents include CRM Bot for pre-call planning, Quick Check Agent for compliance screening, and Content Agent for document analysis, with Safety and Quality agents planned for April 2026 (www.veeva.com).

This report provides an overview of Veeva Vault: its background and evolution; architecture and technical foundations; core applications (Quality, Clinical, Regulatory, Safety, Commercial, etc.) and their capabilities; adoption statistics and case studies; comparisons to alternative solutions; and future directions (including AI integration and industry trends). Citations are provided for selected factual claims and examples. Vault can help organizations manage regulated content, data, and workflows, but outcomes depend on the application, implementation, processes, and governance.

Introduction and Background

Life sciences companies operate in a **highly regulated, documentation-intensive environment**. A single drug or device involves thousands of technical documents: **clinical trial protocols and data**, regulatory submissions (IND/CTA, NDA/BLA, MA dossiers), manufacturing procedures, safety reports, marketing materials, and more. Historically, each function (R&D, clinical, regulatory, quality, marketing) used **siload, on-premises systems** or even paper, leading to fragmentation. For example, a 2015 industry analysis noted that life sciences organizations were “saddled with on-premise systems that need to be highly customized for discrete areas,” leaving clinical, quality, regulatory, marketing and sales in separate “stovepiped” silos (www.pharmaceuticalcommerce.com). That article cites a benchmark survey where affiliates spent **40% of their time managing regulatory information**, with 25% of that on non–value-added tasks like manual data re-entry (www.pharmaceuticalcommerce.com). Inefficient document handoffs, duplicate data entry, and lack of a “global authoritative” system were major burdens (www.pharmaceuticalcommerce.com).

Cloud computing promised to address these issues. Veeva Systems, founded in 2007 by ex-Salesforce executives, seized on this opportunity for life sciences. In early 2011 Veeva **introduced Veeva Vault** – a breakthrough touted as “the first cloud-based, regulated content management system built specifically for the life sciences industry” (www.fiercehealthcare.com). Vault combined document/workflow management for compliance with the scalability and flexibility of the cloud. As Veeva said at the time, Vault would span promotional materials, R&D submissions, quality, manufacturing, and clinical content on a unified platform (www.fiercehealthcare.com). This was a radical shift: instead of outdated legacy systems, even small biotechs could access an enterprise-caliber document management system via SaaS. (www.fiercehealthcare.com)

Since that launch, Veeva has steadily expanded Vault into a full “Industry Cloud” for life sciences. The **Vault Platform** is used by biopharma companies of all sizes – from emerging biotech to the largest pharmaceuticals. As one industry report observed, Veeva remains the “go-to” software provider for major pharma enterprises (intuitionlabs.ai). The platform now underpins dozens of specialized **Vault applications** covering the end-to-end product lifecycle (clinical trials, regulatory, quality, safety, commercial). Rather than separate point solutions, Veeva groups these applications on the common Vault Platform. This enables a single source of regulated data and documents across the enterprise (intuitionlabs.ai) (sourceforge.net).

In sum, the introduction of Veeva Vault coincided with a broader digital transformation in pharma and biotech. By unifying multiple disciplines on one validated cloud, companies could improve collaboration, compliance, and speed to market (pharmaphorum.com) (www.veeva.com). The following sections will detail how Vault works, who uses it, and why it has become so influential.

Veeva Vault Platform Overview

Veeva Vault is an **enterprise-grade cloud platform** built *for life sciences*. As one analyst summary puts it, Vault “provides a single source of truth for regulated documents and related data across the enterprise” (intuitionlabs.ai). Customers range from global pharmas to CROs to biotech startups, all running on the same shared SaaS infrastructure. Key characteristics of the Vault Platform include:

- **Multi-tenant, validated SaaS:** All customers use the same core platform version, with data securely partitioned by organization (intuitionlabs.ai). Veeva performs centralized validation, IT maintenance, and security audits, so customers benefit from a tested solution without hosting or upgrade burdens. This one-version model lets Veeva continuously deliver new features to clients seamlessly. For example, Veeva achieved a goal of upgrading 97% of customer Vaults in just *10 minutes* (a huge improvement over the 6+ hour average upgrade time of earlier years) (pharmaphorum.com).
- **Proven compliance and performance:** The Vault Platform is designed for strict regulatory requirements. It supports CFR Title 21 Part 11 (electronic records and signatures), EU Annex 11, and other global data integrity standards. In practice, customers operate fully validated systems in a “secure, high-performance, validated environment” (www.veeva.com). Veeva reports that 50+ validated Vault applications serve life sciences organizations, highlighting extensive audit controls, encryption, and performance testing. Actual usage numbers underscore Vault’s scale: as of 2024 the platform stored *over 600 million documents and 16 billion structured data records*, with sub-two-second page loads (pharmaphorum.com).
- **Flexible data and content model:** Vault’s core is both a **document management system (DMS)** and a **data management platform**. It can store all types of regulated documents (PDFs, images, Office files, etc.) along with associated metadata. A central “Vault Object Framework” lets administrators define custom object types and relationships in configuration (much like a database schema) (intuitionlabs.ai). This means companies can tailor Vault to their processes without code. For developers, Veeva offers a Java-based SDK (supporting up to Java 17) and REST APIs (intuitionlabs.ai). These allow scripted automation, custom workflows, and integration with other IT systems. Because Vault unifies content and data, organizations can eliminate “system, site, and country silos” – one industry whitepaper notes that Vault is “the only content management platform with the unique capability to manage both content and data” end-to-end (sourceforge.net).
- **Integration and extensibility:** Vault provides robust APIs and partnership ecosystem. Any external system (ERP, LIMS, CRM, other content repositories) can connect via web services or the Veeva Direct Data API. A new data extraction API allows syncing Vault data to external warehouses or data lakes for analytics. The platform is ‘open’ in that certified partners can build and distribute Vault extensions. In

practice, many customers integrate Vault with Salesforce CRM, eTMF analytics tools, statistical systems, and more. Veeva also offers Nitro (a cloud data warehouse) and Master Data Management solutions to handle large-scale analytics across Vault data.

- **Industry content and agents:** Vault was early to separate *content* from *process*. For example, Vault PromoMats includes curated content libraries for medical and promotional review, while Vault Safety links to global drug databases. In December 2025, Veeva launched **Veeva AI Agents** – embedded generative-AI assistants in the Vault Platform (prnewswire.com). These **industry-specific AI agents** provide document drafting help, voice-assisted commands (via Voice Agent with Apple Intelligence support), and workflow recommendations within Vault applications (www.veeva.com). The initial agents include CRM Bot (LLM-powered pre-call planning), Pre-call Agent, Quick Check Agent (compliance screening before MLR review), and Content Agent (context-aware document Q&A and summarization). Safety and Quality agents are planned for April 2026, with Clinical Operations, Regulatory, and Medical agents following in August 2026 (www.veeva.com). These agents are built with domain knowledge “prompts and safeguards” and direct access to Vault data, automating and accelerating common regulated-content tasks.

Overall, the Veeva Vault Platform combines the flexibility of the cloud with life-sciences rigor. It is described as a “proven enterprise cloud platform for deep life sciences applications” (www.veeva.com), reflecting its maturation in over a decade of service. It continues to evolve: Veeva's migration of Vault CRM off Salesforce onto the Vault Platform is well underway, with **125+ customers live** on the new Vault CRM as of early 2026 and 10 of the top 20 biopharma committed globally, including Bayer, GSK, BioNTech, Bristol-Myers Squibb, and Roche (clarkstonconsulting.com). In March 2026 Veeva moved the end-of-support date for its Salesforce-based Veeva CRM to the end of December 2029 ([Veeva](https://veeva.com)). The core message is constant: Vault is the industry's unified, validated cloud for regulated content and data.

Architecture and Security

At its core, **Veeva Vault is a multi-tenant, cloud-native SaaS platform** built from the ground up for life sciences (intuitionlabs.ai). Some key architectural elements (with citations):

- **Single codebase, continuous deployment:** All customers run the same version of Vault. This ensures consistency and speed of innovation. According to Veeva, “there is only one active version of Vault, and Veeva delivers continuous innovation to all tenants without lengthy upgrade projects” (intuitionlabs.ai). This contrasts sharply with older on-prem systems where each company had a separate code branch.
- **Security and compliance by design:** Veeva publishes a security-program overview describing AES-256 encryption at rest (or an equivalent algorithm), TLS protections for data in transit, and ISO 27001 and SOC 2 Type II assurance for products and supporting infrastructure within the stated scope ([Veeva Security Program Overview](https://veeva.com/security-program-overview)). Veeva's validation brief says customers remain responsible for risk-based testing of their own configuration, including security profiles, workflows, taxonomies, and fields ([Veeva Vault Validation Features Brief](https://veeva.com/vault-validation-features-brief)).

- **Global performance and reliability:** Vault's architecture uses geographically distributed data centers and CDNs to serve global content. The real-world performance is compelling: according to Veeva's quality summit report, with *600 million docs* on the platform, page load times remain under two seconds (pharmaphorum.com). Uptime SLAs are typically 99.9%+, as Veeva manages the environment. Veeva also emphasizes disaster recovery, back-ups, and multi-region redundancy for Vault tenants.
- **Extensibility and custom development:** Unlike older monoliths, Vault allows customers and partners to write custom logic. Developers use the Vault SDK to create Java-based plugins and Vault actions. These can automate content lifecycle steps, enforce business rules, or integrate with external services. This stands in contrast to Salesforce, which only allowed custom logic via Apex (which was a motivator for Veeva moving Vault CRM off Salesforce (intuitionlabs.ai)). The Vault object framework means new data objects or document templates can be defined via configuration, making Vault adaptable to varied processes.
- **Data architecture:** Vault manages both unstructured (documents) and structured (data records) together. For instance, an eTMF document is stored alongside metadata fields (study ID, site, etc), allowing searches and reports across both. Veeva's platform also provides a *Direct Data API* that streams Vault data (sans documents) for analytics. Customers often load Vault metadata into data lakes or BI tools for advanced analysis. The entire system supports up to billions of records globally (pharmaphorum.com).

The IntuitionLabs architecture review summarizes it succinctly: *"At its core, Veeva Vault is a multi-tenant cloud platform built from the ground up for the stringent requirements of the life sciences industry"* (intuitionlabs.ai). This emphasis on life-science-specific needs (like auditability, vocabulary support, global regulatory content models) differentiates Vault from generic ECM systems.

Key Vault Applications and Capabilities

Veeva Vault is not a single monolithic application, but a **suite of modular applications** ("Vaults") built on the common platform. Each Vault application targets a specific domain of life sciences operations. Because they run on the same platform, they share the underlying data model and user interface conventions. The major Vault applications include:

Vault Application	Domain / Purpose	Key Capabilities
Vault QualityDocs	Quality Management (Document Control) – Manages controlled quality documents (SOPs, policies, manufacturing docs) in GxP environments.	Document libraries with full revision control, e-signature approval routing, training integration, CAPA links, audit trail.
Vault QMS	Quality Management (Processes) – Manages quality processes (nonconformances, CAPA, audits, deviations, change control, training, etc.).	End-to-end workflow for CAPAs, audit management, site docs, regulatory obligations, and integration with QualityDocs.
Vault RIM (Registrations)	Regulatory Information Management – Tracks product registrations, site registrations, variations, renewals. Keeps IDMP-compliant substance and product master data.	IDMP-aligned content models, dynamic reporting of product lifecycle, provides authoritative global registration data.

Vault Application	Domain / Purpose	Key Capabilities
Vault RIM (Submissions)	Regulatory Submissions (Planning/Publishing) – Plans and tracks submission dossiers (eCTD, NeeS, FDA Publishing) and regulatory documents across regions.	Submission trackers, publishing modules (to FDA, EMA), eCTD publishing, cross-team review processes, RIM integration.
Vault PromoMats	Commercial/Promotional Materials – Life-sciences DAM for marketing content; manages compliance (MLR review) of promotional collateral, packaging, and labeling.	Digital asset management, version control, global MLR review workflow, campaign content libraries, template translations.
Vault eTMF	Clinical (Trial Master File) – Manages all trial-related documentation electronically.	TMF vault per study, inspection-ready filing, versioning, site access controls (Site Vault), and eTMF automation (e.g. “TMF Bot”).
Vault CTMS	Clinical Trial Management – Manages trial operations, milestones, budgets, and site monitoring tasks.	Study startup, site management, enrollment tracking, billing, monitoring visit plans. Integrated with eTMF for documents.
Vault Clinical Data (CDMS)	(sometimes called Vault eCDMS) – Supports clinical data capture/management (e.g. electronic clinical outcome assessment, study data management).	EDC data models, patient data tracking, edit checks. (Note: Vault partners with Medidata and other systems.)
Veeva Safety / Veeva SafetyDocs	Pharmacovigilance – Veeva Safety manages adverse-event intake, case processing, and ICSR reporting; Veeva SafetyDocs manages safety and pharmacovigilance content and related processes.	Veeva Safety: global AE intake, case processing, and ICSR reporting. Veeva SafetyDocs: safety content and process management, such as PSMFs, PVAs, and aggregate-report content.
Vault Training	Employee Training & Compliance – Manages training content, assignments, and completions (tied into QualityDocs/QMS document updates).	Training plans, course catalogs, e-learning activities, and linking of training records to document changes for compliance.
Vault LIMS	Laboratory Information Management – Controls QC lab processes (sample management, testing, results capture).	Unified QC sample tracking, instrument interfaces, test method management, and electronic notebooks. (New product.)

Table 1: Major Vault applications (as of early 2026) and their primary functions. (Sources: Veeva product literature (www.veeva.com) (intuitionlabs.ai); industry references (sourceforge.net) (pharmaphorum.com).)

Each Vault application is an end-to-end solution **tailored to its domain**. For example, Vault QualityDocs is pre-configured for regulated document workflows, while Vault PromoMats is designed for creative content and marketing reviews. Yet they all share the same UI framework, reporting tools, and security model. This enables seamless workflows: e.g. a document stored in QualityDocs (an SOP) can automatically generate training assignments via Vault Training, or be referenced in Vault CTMS as a protocol document. Every Vault application benefits from the platform’s continuous validation and best-practice updates.

Integration scenarios are common. Companies often connect Vault RIM and Vault PromoMats so that global product information (like drug names or branding) flows automatically to promotional review. Veeva’s Spark infrastructure provides inter-Vault messaging (e.g. linking a submission record in RIM with a review assignment in PromoMats). Another example is the **Vault Site Connect** feature: an investigator site using Site

Vault can collect consents and site logs that automatically feed into the sponsor's Vault eTMF. In all cases, having a unified platform reduces duplicated data entry and reconciliation errors (e.g. eliminating one team uploading a doc to RIM and another to CTMS separately).

Below we examine the usage of key Vault applications in more detail, with data and real-world examples.

Vault Applications by Domain

- Quality Management (Vault QualityDocs, Vault QMS, LIMS, Training):** Vault QualityDocs and QMS form a comprehensive eQMS package. All controlled documents (SOPs, procedures, regulatory filings, etc.) live in Vault QualityDocs with enforced approval workflows and audit trails. Vault QMS handles the operational side: nonconformances, CAPAs, audits, change controls, and training records. Because all quality content is centralized, global organizations achieve a “single source of truth” for quality standards. *Adoption:* In September 2018, Veeva reported that **more than 180 life sciences companies**, including 10 of the top 20 pharmaceutical companies, had adopted Vault Quality applications ([Veeva](#)). Industry benchmarks cite Vault QualityDocs as significantly improving audit readiness and collaboration. For example, Jazz Pharmaceuticals — which had grown by acquisitions — reported that Vault QualityDocs let them operate as “a single organization... with one source of truth; there is only one version” of documents ([pharmaphorum.com](#)). Additionally, Veeva announced Vault LIMS in September 2021 as a cloud application for quality-control lab operations, connecting lab and quality processes within the Vault Quality Suite ([Veeva](#)).
- Regulatory RIM and Submissions (Vault RIM suite):** Vault RIM and related modules manage complex global regulatory obligations. Vault RIM stores a company's global registrations (product, site, country), regulatory commitments, and correspondence with agencies. It also tracks ongoing submissions (e.g. IND, NDA, MAA) from planning through dossier filing. In practice, this means a regulator's review cycle or health authority queries can be logged and managed end-to-end. *Adoption:* Veeva reports **450+ companies** using Vault RIM as of 2025, including 19 of the top 20 biopharma companies — up from 200 by Feb 2020 ([www.veeva.com](#)) and 150 in early 2019 ([www.veeva.com](#)). The unified RIM data model eliminates multiple spreadsheets and legacy databases. As an example, Moderna replaced a spreadsheet-driven queries process with Vault RIM in under 5 weeks during the COVID vaccine rollout ([www.veeva.com](#)). The result was better visibility into 15× the normal volume of health-authority questions ([www.veeva.com](#)). Similarly, Kythera Biopharma standardized on Vault RIM for enterprise-wide content and “shaved TMF reconciliation time by 40%” ([www.veeva.com](#)). Vault Submissions (vault's publishing tools) allow companies to author eCTD packets and submit directly to FDA/EMA, also integrated with Vault's document stores for traceability.
- Clinical Operations (Vault eTMF, CTMS, Site Vault):** Vault eTMF is the electronic Trial Master File for managing all clinical trial documents (protocols, consent forms, lab data, correspondence, etc.). Every trial can be managed in Vault end-to-end. Key features include real-time TMF completeness metrics, global inspection readiness, and integration with Vault CTMS and Vault Clinical Data. Vault CTMS complements eTMF by tracking operational trial data: study plans, site contracts, budgets, and monitoring activities. *Adoption:* Clinical Vault usage has skyrocketed. In June 2023, Veeva announced **450+ biopharma companies** on Vault eTMF, including 18 of the top 20 pharma companies and 4 of the

top 6 CROs (www.veeva.com). Vault CTMS similarly grew to over **75 organizations** by late 2020 (including six of the top 20 pharmas) (www.veeva.com) and “100+ companies” by 2021 (www.veeva.com), managing roughly 50,000 active clinical trials worldwide (www.veeva.com). These numbers reflect sponsors’ and CROs’ shift toward cloud trials management. For example, inVentiv Health Clinical (a large CRO) replaced its legacy eTMF with Veeva Vault eTMF in 2014, citing “secure, instant access to inspection-ready documentation” and seamless collaboration between the CRO, sponsors, and trial sites (www.fiercebiotech.com).

- **Pharmacovigilance / Safety (Veeva Safety and Veeva SafetyDocs):** [Veeva Safety](#) handles adverse-event intake, case processing, and individual case safety report (ICSR) reporting. [Veeva SafetyDocs](#) is a separate application for safety and pharmacovigilance content and related processes, including content for PSMFs, PVAs, and aggregate reports. Veeva reported that by late 2021 **50+ organizations** (large pharmas, CROs, and device makers) had implemented the Vault Safety Suite to modernize pharmacovigilance processes (www.veeva.com).
- **Commercial Content (Vault PromoMats):** For marketing and medical affairs, Vault PromoMats is the DAM and review system for promotional content (ads, brochures, digital ads, etc.). It enforces medical-legal-regulatory (MLR) review processes required by regulations. Vault PromoMats includes content libraries, version control, and scheduling. *Adoption:* Vault PromoMats has over **300 customers** (fast-growing pharma/biotech) as of 2022 (www.veeva.com). Customer case studies (e.g. Depomed in 2014 (www.veeva.com)) describe Vault PromoMats reducing review cycle times by >50% through streamlined digital workflows.
- **Platform & Data Services (Vault Platform essentials):** Beyond end-user apps, Vault offers platform-level capabilities: analytics (via Vault reports and Nitro data warehouse), administrative control (multi-org hierarchies, L3 admin), and cross-domain “Platform” features. Examples include Vault OCR/AI (classifies scanned docs), Vault Data Loader for bulk import, and the Vault SDK for plugins. Veeva's October 2025 announcement set out a phased AI-agent availability plan beginning in December 2025; the announcement's April 2026 Safety and Quality milestone is historical roadmap information, not confirmation of current availability ([Veeva AI Agents release announcement](#)). Veeva also offers “industry cloud” features like shared document libraries (e.g. Reference Safety Information), and has migrated Vault CRM onto the Vault Platform with 125+ customers live as of early 2026 (clarkstonconsulting.com).

In every domain, customers emphasize that Vault drives **digital transformation**. Across functions, Vault replaces manual, paper-based or homegrown systems with automated, traceable processes. Summaries of usage data are given in the next section.

Adoption Statistics and Evidence

Veeva Vault’s prevalence in the industry is demonstrated by adoption figures and usage metrics across applications. Key statistics include:

- **Document and Data Volume:** Over **600 million** documents are stored in Vault globally, with more than **16 billion** data records (pharmaphorum.com). Remarkably, the average document retrieval time is under two seconds, indicating high-performance global infrastructure (pharmaphorum.com). These

volumes underscore Vault's scalability in managing the vast content of large pharmaceutical R&D programs and multinationals.

- **Number of Customers:** For the fiscal year ended January 31, 2026, Veeva reported **1,552 total customers** (including 1,196 in R&D and Quality Solutions and 767 in Commercial Solutions) and **\$3.195 billion** in total revenue. The solution-area counts overlap because some customers subscribe to products in both areas ([Veeva's FY2026 results](#)). Veeva has reported milestone numbers for each Vault application:
- **Vault RIM:** 450+ customers as of 2025, including 19 of the top 20 biopharma companies. Growth from ~150 companies in early 2019 ([www.veeva.com](#)) to over 200 by Feb 2020 ([www.veeva.com](#)).
- **Vault eTMF:** >450 companies by June 2023 ([www.veeva.com](#)) (including all top 20 pharma selected, and 4 of top 6 CROs).
- **Vault Quality:** Veeva's current Vault Quality page states that 500+ life sciences organizations trust the product, including 17 of the top 20 global pharmaceutical companies ([Veeva](#)). The earlier 180+ figure was reported in September 2018, not 2025.
- **Vault CTMS:** ~50 companies by Aug 2019; "more than 75" by late 2020 ([www.veeva.com](#)); ~100+ by May 2021 ([www.veeva.com](#)).
- **Vault Safety:** >50 companies by Oct 2021 ([www.veeva.com](#)), with continued growth as large pharma adoption accelerates.
- **Vault PromoMats:** ~300 fast-growing biopharmas (mostly emerging/mid-size) by Feb 2022 ([www.veeva.com](#)).
- **Vault CRM:** 125+ customers live on the new Vault CRM platform as of early 2026, with 10 of the top 20 biopharma committed globally ([clarkstonconsulting.com](#)).
- **Vault LIMS** and other newer apps continue growing at early adoption stages.

These module-level figures show substantial adoption of particular Vault applications, especially among large biopharma companies; they do not establish that virtually all leading pharmaceutical companies rely on Vault.

- **Use in Top Firms:** Vault is particularly favored by large pharmas. All top 20 biopharma companies have selected Vault eTMF ([www.veeva.com](#)). Veeva's current Vault Quality page says that 17 of the top 20 global pharmaceutical companies trust Vault Quality ([Veeva Vault Quality](#)). Major CROs and CDMOs also use Vault (e.g., CMIC, Parexel, Quintiles), making it a de facto industry standard for regulated content.
- **Operational Impact:** Independent case studies attest to Vault's ROI. Kythera (a mid-sized pharma) **reduced TMF reconciliation time by 40%** by moving to Vault eTMF ([www.veeva.com](#)). Jazz Pharma centralized its quality system across acquired units, achieving "one version" of quality docs and simplified audits ([pharmaphorum.com](#)). Conatus Pharma (a biotech) cited improved document visibility and collaboration after adopting Vault eTMF and QualityDocs ([ir.veeva.com](#)). These improvements align with a statement from Karyopharm Therapeutics: Veeva Vault gives "unified applications to manage quality documents and processes across our organization and with partners on one cloud platform,

making collaboration much more efficient” (ir.veeva.com). In financial terms, Veeva’s fiscal reports and analyst write-ups attribute consistent revenue growth to this widespread adoption of Vault applications in the market.

Overview Table: Selected Vault and Veeva Corporate Metrics

Metric	Value	Source / Note
Documents stored on Vault (global)	~600 million	Veeva/R&D Summit report (pharmaphorum.com)
Data records (structured) on Vault	~16 billion	Veeva/R&D Summit report (pharmaphorum.com)
Total Veeva customers (FY2026; company-wide, not Vault-only)	1,552	Veeva FY2026 results; solution-area customer counts overlap (Veeva FY2026 results)
Total Veeva revenue (FY2026; company-wide, not Vault-only)	\$3.195 billion	Veeva FY2026 results (Veeva FY2026 results)
Vault Quality organizations (current Veeva product page)	500+ life sciences organizations	Veeva reporting (including 17 of the top 20 global pharmaceutical companies) (Veeva)
Veeva RIM customers (current product page)	400+	Veeva reports that Veeva RIM is trusted by more than 400 top and emerging biopharmas; it also states that 15 of the top 20 companies use Veeva RIM (Veeva Submissions)
Vault eTMF customers (2023)	>450 (Top20×18)	Veeva press release (www.veeva.com)
Vault CTMS customers (2021)	>100 (Top20×6)	Veeva press release (www.veeva.com)
Vault Safety customers (2021)	>50	Veeva press release (www.veeva.com)
Vault PromoMats customers (2022)	>300	Veeva press release (www.veeva.com)
Site Vaults (clinical trial sites)	~7,500	Veeva Summit report (pharmaphorum.com)
Trials managed via Vault CTMS	~50,000	Veeva press release (www.veeva.com)
Vault CRM customers live (2026)	125+	Industry analysis (clarkstonconsulting.com)

Table 2: Selected Vault-platform usage metrics and Veeva company-wide metrics (citations from Veeva and industry sources).

These data show adoption across several Vault applications. They do not show that every modern life-sciences digital strategy involves Vault, and future adoption will depend on customer requirements and Veeva’s product execution.

Case Studies and Real-World Examples

To bring these numbers to life, below are highlights of how real companies use Veeva Vault in practice:

- **Large Pharma Unified Quality:** Jazz Pharmaceuticals (formed by multiple acquisitions) needed one QMS. They deployed Vault QualityDocs enterprise-wide. Diane Black, Jazz's SVP of Quality, reported that using Vault let them operate without "this legacy ... that" systems. The "key benefit" is "a single source of truth; there is only one version" of each document (pharmaphorum.com). This illustrates Vault's value in merger integration: all former divisions now share one system.
- **Mid-size Pharma with Fast Climb:** Kythera Biopharma standardized Vault across R&D and commercial. According to their document manager, Vault eTMF "*speeds clinical trials*" and has **reduced TMF reconciliation time by 40%** (www.veeva.com). Kythera's case (Q1 2018) shows even smaller companies gain outsized efficiency from Vault's cloud solution.
- **Biotech R&D Acceleration:** Conatus Pharmaceuticals (small biotech) went paperless on Vault in 2015. They implemented Vault eTMF and QualityDocs to manage trials of their drug candidate. The company noted that Vault gave "visibility, control, and collaboration" across trials (ir.veeva.com). Post-implementation, their global trial team had faster document turnaround and easier audits.
- **CRO / Clinical Trial Sponsor:** InVentiv Health Clinical (now Syneos Health, a top CRO) chose Vault eTMF in 2014 to modernize its platform. Fierce Biotech reports InVentiv's goal was to provide sponsors with "*secure, instant access to inspection-ready documentation*" (www.fiercebiotech.com). The cloud multi-tenant solution replaced their previous system, enabling faster sponsor hand-offs and joint oversight of trial documents worldwide.
- **Regulatory Modernization:** Moderna's small regulatory team needed rapid scaling during the COVID-19 vaccine program. They deployed Vault RIM to handle a *15× surge in agency queries*. In under 5 weeks, they had a "faster, more scalable HA query management process" (www.veeva.com). This shows Vault's agility: a process that used to be on spreadsheets could be systematized quickly to meet pandemic demands.
- **Clinical Research Organization (CRO):** A global CRO implemented Vault CTMS or eTMF to deliver as-a-service trial platforms. (Though few public press links exist, many case studies on Veeva's site highlight that CROs can offer Vault-based solutions to sponsors.) For example, Veeva notes that by 2021 over 100 organizations (including both pharma sponsors and CROs) use Vault CTMS to **unify trial data and accelerate execution** (www.veeva.com).
- **Medical Devices:** Veeva also caters to medical device firms. (Not covered here in detail, but Veeva provided a Vault CRM for MedTech in 2022 (intuitionlabs.ai).)
- **CRO / CDMO (Document Control):** In Japan's largest CRO (CMIC Holdings), Vault QualityDocs was implemented to strengthen compliance by digitizing their SOP management (www.casestudies.com). Similarly, Exom Group (biotech services) adopted Vault eTMF for end-to-end document visibility (www.casestudies.com).

These examples span multiple perspectives – internal development ops, clinical operations, regulatory affairs, and commercial activities – illustrating that Vault is not limited to one silo. Across all cases, companies highlight **improved collaboration, faster review cycles, and better regulatory inspection readiness** as benefits of Vault.

Competitive Landscape and Alternatives

Veeva Vault is often compared to other enterprise content/QMS/RIM solutions. Key alternatives fall into several categories:

- **Legacy ECM / On-Premises Systems:** Historically, companies used systems like OpenText Documentum (an enterprise content management suite) or on-premises LIMS/QMS solutions. These can be heavily customized but are not cloud-native. In the Veeva vs. Documentum comparison, Vault's strength was noted: Documentum provides enterprise content services and case management, but Vault is "the only content management platform with the unique capability to manage both content and data" (sourceforge.net). Vault's cloud architecture, automatic upgrades, and life-science specialization contrast with Documentum's large footprint and general-purpose design.
- **Quality Management Systems (QMS) Tools:** Products like MasterControl, Sparta TrackWise, Pilgrim (now by Sparta), and other eQMS platforms compete in the quality domain. For example, MasterControl Quality Management System appears on G2's list of Vault alternatives (www.g2.com), meaning that some companies considering Vault Quality might also evaluate MasterControl. However, pure QMS tools lack the deep integration with regulatory content and clinical workflows that Vault provides.
- **Clinical Trial Systems:** Alternatives in the clinical domain include Medidata Rave (for EDC/CDMS), Bioclinica and Oracle CTMS. Interestingly, G2 lists **Medidata Rave** as the #1 "alternative" to Vault Platform (www.g2.com), likely because life sciences companies often use both (Rave for clinical data and Vault for documents). The key difference is that Vault CTMS/EDC are newer entrants (Veeva launched Vault CTMS in 2017) and are cloud-native, whereas Medidata is a long-standing SaaS for trials. Some firms continue to use Medidata for data capture and connect it to Vault, or vice versa.
- **Regulatory Information Management (RIM) Tools:** Standalone RIM solutions include Lorenz Connect, Ennov, and EXTEDO. Vault RIM competes by offering unified content and submission tracking with speed. Many companies that once had separate RIM databases have moved to Vault RIM because it integrates with Vault's document libraries and updates automatically as regulations evolve (e.g. tracking new EMA requirements).
- **General File Sharing / DAM:** Tools like Egnyte, Box, or even SharePoint can serve some content needs. G2's alternative list mentions **Egnyte** (www.g2.com), which is a generic file-sync cloud storage. However, such tools lack built-in regulatory controls (no audit trail for e-signatures, no LCID metadata). Veeva Vault is specifically "life sciences content with compliance built in."
- **Niche Content Platforms:** Vodori and Viedoc are examples of platforms that manage clinical content or eTMF. They appear in software comparisons, but they serve narrower functions (e.g. Viedoc for clinical trial management). Veeva's advantage is breadth: a single vendor covers multiple domains, which reduces integration overhead.

A recent industry commentary sums up Vault's uniqueness: Veeva Vault **"bridges content gaps across the enterprise for global harmonization...with site autonomy"**, enabling an end-to-end process covering commercial, medical, clinical, and quality (sourceforge.net). In practice, product fit depends on the regulated

processes, integrations, implementation requirements, and governance needs of the organization. Veeva markets connected suites across clinical, regulatory, and safety on a single cloud platform, but other vendors may also be appropriate depending on the use case ([Veeva Development Cloud](#)).

- **Salesforce / IQVIA (CRM Competition):** In April 2024, Salesforce and IQVIA announced an expanded partnership to develop life-sciences offerings, including a planned next-generation engagement platform based on Salesforce's Life Sciences Cloud ([Salesforce](#)). This is relevant to life-sciences CRM evaluations, but its comparative market effect cannot be established from the announcement alone. Separately, Veeva reported in March 2026 that more than 125 customers were live on Vault CRM ([Veeva](#)).

One significant trend is the move toward **"industry cloud"**. Veeva itself markets Vault as part of a vertical cloud for life sciences. Veeva's migration of its CRM off Salesforce onto the Vault Platform (with 125+ customers already live and Salesforce end-of-support set for December 2029) highlights a bet on vertical integration. Meanwhile, large general SaaS companies like Salesforce have introduced life sciences bundles backed by IQVIA's domain expertise, creating a credible alternative in the CRM space — though Veeva's integrated content-and-data platform approach remains differentiated.

That said, no solution is perfect for every use case. Some companies may keep legacy systems for narrow functions to avoid disruption, or mix vault with other systems for business continuity. As with any cloud platform, organizations should plan for reliable connectivity, change management during implementation, and the fact that Vault is purpose-built for life sciences — meaning non-life-science business processes (e.g. HR or generic finance) are typically handled by complementary systems. Meanwhile, competitors are also evolving: e.g. OpenText has introduced cloud-content services, and MasterControl has added more cloud features. The overall landscape, however, favors Veeva Vault when deep compliance and life-science context are essential.

Impact and Benefits Analysis

Why do companies adopt Veeva Vault? The evidence points to several consistent benefits:

- **Regulatory Compliance and Audit Readiness:** Vault applications include configurable compliance features such as electronic approvals, audit trails, and user authentication. Veeva provides executed validation documentation for its platform and releases, but each regulated customer remains responsible for risk-based assurance of its intended use, configuration, integrations, procedures, and controls ([Veeva](#)). For medical-device production and quality-management-system software, FDA's Computer Software Assurance guidance likewise describes a risk-based approach to establishing confidence in automation ([FDA](#)). One Veeva case study quote illustrates this: Vault's use gave Karyopharm "unified applications to manage quality documents... making collaboration much more efficient and secure" ([ir.veeva.com](#)). Similarly, Safety and RIM apps help maintain authoritative records for FDA/EMA inspections.

- **Efficiency and Speed:** Automated workflows and digital review accelerate processes. For instance, Vault PromoMats speeds promotional review and MLR cycles. Vault CTMS and eTMF cut trial cycle times by merging data entry. The 2014 inVentiv case noted that sponsors get “complete access” to trial docs, which speeds submissions (www.fiercebiotech.com). At Conatus, Vault was said to “speed global clinical trials” (ir.veeva.com). Individual customer reports describe efficiency gains, but outcomes vary by application, implementation, process design, and organization.
- **Single Source of Truth (Data Integrity):** With Vault, different functions stop making duplicate systems for essentially the same data. This means, for example, that the product ID code entered in RIM is automatically available in Quality and labeling. Jazz Pharmaceuticals’ “only one version” comment (pharmaphorum.com) exemplifies this benefit. In more concrete terms, the reduction of affiliate duplication of effort (the 40% time stat (www.pharmaceuticalcommerce.com)) is directly addressed by having one system. A unified Vault also enables better reporting across enterprise metrics (e.g. global CAPA backlogs, cross-functional trial KPIs).
- **Reduced IT Overhead:** As a SaaS offering, Vault can reduce the need to operate on-premises content-system infrastructure. Veeva provides validation materials and release-impact information that customers can use in their own risk-based change-control and assurance activities; it does not eliminate customer responsibility for those activities (Veeva). Veeva’s centralized upgrades (already cutting upgrade time to minutes (pharmaphorum.com)) mean companies can focus on core business rather than software maintenance. Additionally, scaling is easier: if a company grows or acquires sites, they can simply provision more Vault users or Producers rather than standing up new servers.
- **Collaboration across Boundaries:** Vault makes it easier for internal teams, subsidiaries, and external partners (CROs, consultants, agencies) to share information securely. Features like limited-access “Sponsor CMS” sites and controlled partner views in Vault allow sharing relevant docs without risking IP. For example, clinical trial sites can log into a Vault eTMF “Site Vault” portal to upload regulatory docs directly to the sponsor’s Vault. Because Vault enforces access control, this collaboration is done without email attachments or cross-posting risks.
- **Analytical Insight:** Centralizing data in Vault unlocks analytics. With features like Vault Analytics and Nitro, companies can query their content and metadata for trends (e.g. average review times, most common CAPA root causes, regulatory cycle durations). These insights drive continuous improvement and resource planning. Veeva’s acquisition of Crossix (a data analytics platform) and partnerships with data science firms show an emphasis on data-driven operations.

Although formal ROI numbers vary by case, customers consistently report faster time-to-market and lower compliance costs. Veeva touts references where review times dropped 50% or trial start-up times shrank by weeks. Multiple testimonials from customers (often in Veeva marketing material) highlight that Vault eliminated duplication of effort and clarified document status at any time. Combined with the raw adoption data, this points to strong positive impact.

Challenges and Considerations

No system is without challenges. Implementing Veeva Vault requires organizational change: processes must be aligned to the system's workflows, and staff must be trained on a new interface. In particular, migrating thousands of existing documents from old repositories into Vault can be a major project (though Veeva provides standard migration tools). Regulatory agencies require documented validation of any system governing GxP data, so companies must execute validation protocols on Vault (often simplified by leveraging Veeva's own test scripts).

Another consideration is **cost and governance**. Large Vault deployments can be expensive (many SaaS consultants note that Veeva licensing is premium, reflecting its value). Firms must justify ROI and ensure they maximize usage of the platform's breadth (e.g. many companies end up adding on additional Vault modules over time to consolidate). On the flip side, because Vault is an integrated suite, some organizations worry about vendor lock-in. However, Veeva's counterargument is that unified data yields greater benefits than maintaining multiple disjointed tools.

From a technical perspective, some customers mention limits on customization (to ensure standardized compliance) and the need to remain within Veeva's configuration parameters. But this is by design: enabling "standardization and automation" (as Veeva phrases it) means the system is opinionated about life sciences best practices. Most large adopters seem to prefer this over trying to re-create decades-old homegrown systems.

In summary, the challenges are mostly **project management** and **change management** issues, not technical show-stoppers. With proper planning and executive support, companies have successfully overcome them. Veeva's consulting partners often assist with strategy and deployment (e.g. Implement Consulting Group's publications on maximizing Veeva investments (implementconsultinggroup.com)). Furthermore, the ever-growing Vault user community (Veeva Connect) provides experience-sharing that helps new customers avoid pitfalls.

Future Directions and Trends

As of early 2026, several trends are shaping the future of Veeva Vault:

- **Artificial Intelligence and Automation:** Veeva's October 2025 announcement set out planned AI-agent availability beginning with Vault CRM and PromoMats in December 2025; it listed Safety and Quality for April 2026, Clinical Operations, Regulatory, and Medical for August 2026, and Clinical Data for December 2026 ([Veeva AI Agents announcement](#)). Those were roadmap targets, not confirmation that the listed capabilities were delivered on those dates. Veeva's June 2026 results said Vault AI was on track to expand to all Vault applications in August and Veeva Falcon was planned for early-adopter release in November. Veeva described Clinical Data AI as targeted for 2027 ([Veeva FY2027 Q1 results](#)). Organizations should confirm the availability and scope of a specific agent in the applicable product and release documentation.

- **Expansion of Application Suite:** Veeva continues to fill gaps. Vault **LIMS** (launched recently) will integrate lab quality control into Vault's ecosystem, as hinted by case studies of customers saying LIMS will "improve initial approval from use of Veeva LIMS" (www.veeva.com). Another growing area is cloud-based **Validation Management**: Veeva introduced a Vault add-on for document& process validation (used by SK Life (www.veeva.com)) to ensure digital GxP systems are properly qualified. Similarly, Veeva is pushing Vault into manufacturing/QbD with modules for eBatch records and process monitoring.
- **Connected Data Ecosystem:** Vault is increasingly integrated with external data sources. Veeva's 26R1 general-release documentation records releases on April 10 and April 17, 2026, rather than a future April 2026 launch ([Veeva 26R1 release notes](#)). Release-specific features and availability should be verified in the applicable Veeva release notes.
- **Regulatory and Industry Initiatives:** The life sciences regulatory landscape continues to evolve. FDA's final **Computer Software Assurance (CSA)** guidance, issued in February 2026, describes a risk-based approach to software assurance for computers and automated data-processing systems used in **medical-device production or quality management systems** under 21 CFR Part 820 ([FDA](#)). It includes a SaaS example, but it is not general cloud/SaaS validation guidance for all life-sciences uses. Veeva has also created IDMP resource hubs (www.veeva.com) and continues to adapt to relevant data standards and regulatory requirements.
- **Global Growth and New Verticals:** Veeva is pushing Vault to more markets (emerging biotech, Asian pharma, generics/CDMOs) and new segments (health-tech, nutritionals, veterinary). Each brings new requirements (multilingual content, local regulations), but Vault's cloud model can scale to them. The "industry cloud" concept has also inspired similar vertical-inclined moves by other vendors in adjacent spaces (e.g. Salesforce's life sciences cloud, Oracle Health). Veeva's competitive advantage lies in having already built a deep life-science foundation.
- **Economic and Competitive Factors:** For FY2026, Veeva reported total revenue of **\$3.195 billion**, subscription revenue of **\$2.7 billion**, operating income of **\$916 million**, and net income of **\$909 million**. On June 3, 2026, it provided FY2027 total-revenue guidance of **\$3.635–\$3.645 billion** ([Veeva FY2026 results](#)) ([Veeva FY2027 Q1 results](#)). Market capitalization is volatile and is omitted here. Salesforce and IQVIA announced an expanded life-sciences partnership in 2024, but an announcement alone does not establish its market impact or a vendor's competitive position ([Salesforce and IQVIA announcement](#)).

In summary, Vault is evolving through additional applications, integrations, and AI capabilities. The 26R1 general release was delivered in two waves on April 10 and April 17, 2026; Veeva's release documentation also lists subsequent 26R2 materials ([Veeva 26R1 release notes](#)). Organizations should assess roadmap announcements and releases against their own requirements rather than treating projected capabilities as delivered features.

Conclusion

Veeva Vault represents a fundamental transformation in how life sciences companies handle content, data, and workflows. By delivering a validated, cloud-native platform tailored to the industry's needs, Vault has alleviated the burden of old fragmented systems (www.pharmaceuticalcommerce.com) (intuitionlabs.ai). Its unified approach yields a **single source of truth** – as customers attest (pharmaphorum.com) – enabling better efficiency, compliance, and global collaboration across R&D and commercial functions.

The extensive adoption metrics (hundreds of companies across Vault modules (www.veeva.com) (www.veeva.com)) and case-study outcomes (40% time savings, dozens of top pharma onboard, etc.) provide **evidence of Vault's impact**. While alternatives exist in each functional area, Vault's unique strength is its end-to-end integration: content and structured data live together in one system, harmonizing processes from trial design through marketing. In that sense, Vault has essentially created the “industry cloud” paradigm for life sciences content management (sourceforge.net).

Looking ahead, Veeva's October 2025 announcement described a planned rollout of AI agents across its applications. The announcement's 2026 dates were forward-looking and should not be treated as confirmation of current availability ([Veeva AI Agents announcement](#)). For life sciences IT and process owners considering Vault, Veeva positions the platform as a connected environment for regulated content, data, and workflows. Its suitability and outcomes depend on the organization's processes, governance, implementation, and integration requirements.

Veeva's scale and continuing product investment make Vault an important option for life-sciences enterprises, but its fit should be assessed alongside functional requirements and competing platforms.

Sources: Authoritative industry publications, company news releases, and technical analyses were used to ensure all statements are supported by data or expert statements, including FierceHealthcare (www.fiercehealthcare.com), Pharmaceutical Commerce (www.pharmaceuticalcommerce.com), Veeva Systems announcements (www.veeva.com) (www.veeva.com) (www.veeva.com), Veeva FY2026 financial results (stocktitan.net), Veeva AI Agents launch (prnewswire.com), Vault CRM migration analysis (clarkstonconsulting.com), FDA CSA guidance (gmpinsiders.com), EU Annex 11 revision (gmp-compliance.org), practitioner case reports (pharmaphorum.com) (www.veeva.com), and independent analyses (pharmaphorum.com) (sourceforge.net).

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Our AI enablement services cover readiness assessments, use-case selection, governance and policies, team workshops, adoption measurement and ongoing advisory support. We help organizations structure the information layer behind AI: source material, context, permissions and maintained knowledge that make generated answers useful and reviewable. Private LLM inference and hosted AI options support teams evaluating how to operate AI with appropriate control over their data and infrastructure.

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IntuitionLabs develops custom software for pharma and biotech, integrates enterprise systems, and builds data engineering and business intelligence solutions. Areas of focus include AI agents, regulatory research, medical writing, medical affairs, CMC information, competitive intelligence and clinical-document workflows. Our eTMF intelligence work includes cross-system reconciliation and inspection-readiness support.

Enterprise platforms and regulated delivery

We provide Veeva services, application support, managed services, integrations and custom applications, alongside enterprise content work involving platforms such as Egnyte. For regulated workflows, our services include GxP enablement, computer-system validation and software development addressing 21 CFR Part 11 requirements. The applicable controls, validation responsibilities and acceptance criteria are defined for each engagement.

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