NEWS RELEASE

Veeva Brings Artificial Intelligence to Drug Safety

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New Veeva Vault Safety.AI reduces manual data entry for case intake to improve efficiency and scalability in pharmacovigilance

PLEASANTON, Calif.--(BUSINESS WIRE)-- **Veeva Systems** (NYSE:VEEV) today announced **Veeva Vault Safety.AI**, a new artificial intelligence (AI) application that automates case intake to reduce the time and effort of manual data entry for more efficient case processing. Together with **Vault Safety** and **Vault SafetyDocs**, Veeva offers the first integrated suite of cloud applications on a common platform to manage the end-to-end drug safety lifecycle, from case intake and adverse event processing to authoring and submissions.

“There is a significant opportunity to reduce the number of manual processes in drug safety,” said Dr. Lisa Hornick, chief medical officer at Catalyst Clinical Research, a global CRO providing flexible, customized, clinical research solutions to the biopharmaceutical industry. “Using artificial intelligence to automate case intake will speed case processing and allow our pharmacovigilance organization to spend less time on data entry.”

Life sciences companies are collecting an increasing volume of adverse events from an expanding number of sources, including social media, fax, email, literature, and call center notes. Safety.AI reduces manual data entry during case intake by automatically converting text from these sources into the required fields in a drug safety case, including patient information, adverse events, medical history, products, and reporter information. This enables pharmacovigilance organizations to reduce the time to enter and verify a case, as well as better scale operations as case volume increases.

“The high cost and manual effort of case intake processes are no longer sustainable, making it an area that is ripe for innovation,” said Brian Longo, SVP & GM, Veeva Vault Safety. “Veeva Vault Safety.AI automates data entry so medical professionals can focus their efforts on verification and pharmacovigilance organizations can drive greater

efficiency in drug safety operations."

Safety.AI is planned for availability in April 2020. To learn more about artificial intelligence for drug safety, register for the **Veeva Safety Forum** on September 9, 2019.

The **Veeva Vault Safety Suite** will include Vault Safety.AI, Vault Safety, and Vault SafetyDocs to manage end-to-end drug safety processes. Vault Safety Suite is part of **Veeva Development Cloud**, along with **Vault Clinical**, **Vault Quality**, and **Vault RIM**, offering the life sciences industry's most comprehensive suite of unified cloud applications to speed drug development. To learn more, visit **veeva.com/DevelopmentCloud**.

Additional Information

For more on Veeva Vault Safety AI, visit: **veeva.com/Safety.AI**
Connect with Veeva on LinkedIn: **linkedin.com/company/veeva-systems**
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About Veeva Systems

Veeva Systems Inc. is the leader in cloud-based software for the global life sciences industry. Committed to innovation, product excellence, and customer success, Veeva serves more than 750 customers, ranging from the world's largest pharmaceutical and medical device companies to emerging biotechs. Veeva is headquartered in the San Francisco Bay Area, with offices throughout North America, Europe, Asia, and Latin America. For more information, visit **veeva.com**.

Forward-looking Statements

This release contains forward-looking statements, including the market demand for and acceptance of Veeva's products and services, the results from use of Veeva's products and services, and general business conditions, particularly in the life sciences industry. Any forward-looking statements contained in this press release are based upon Veeva's historical performance and its current plans, estimates, and expectations, and are not a representation that such plans, estimates, or expectations will be achieved. These forward-looking statements represent Veeva's expectations as of the date of this press announcement. Subsequent events may cause these expectations to change, and Veeva disclaims any obligation to update the forward-looking statements in the future. These forward-looking statements are subject to known and unknown risks and uncertainties that may cause actual results to differ materially. Additional risks and uncertainties that could affect Veeva's financial results are included under the captions, "Risk Factors" and "Management's Discussion and Analysis of Financial Condition and Results of

Operations," in the company's filing on Form 10-Q for the period ended April 30, 2019. This is available on the company's website at **veeva.com** under the Investors section and on the SEC's website at **sec.gov**. Further information on potential risks that could affect actual results will be included in other filings Veeva makes with the SEC from time to time.

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