![Daelight logo]

A TOP 10 CONSUMER HEALTHCARE COMPANY MIGRATES

Over 2 Million Cases and 11 Million Documents to Veeva Vault Safety

Project Details

INITIAL WAVE:

February 2024

- Migrated Documents:
  ~11 Million

- Migrated Objects:
  Over 100 Million

- Transformations:
  Over 15 Billion

- Migration Time:
  10 Days

DELTA WAVE:

Cutover: March 2024

- Migrated Documents:
  400,000

- Migrated Objects:
  Over 3 Million

- Transformations:
  Over 300 Million

- **Migration Time:**
  36 Hours

TOOLS USED:

Daelight Migration Tool (DMT)

A consumer healthcare company whose competitive advantage is derived from combining deep human understanding with trusted science was formed via a divestiture from its parent company. As part of the divestiture process, the company needed to migrate its safety data from Oracle Argus to Veeva Vault Safety. It partnered with Daelight Solutions to make everything happen — even with tight timelines and multiple releases of Veeva Vault Safety.

The consumer healthcare company's on-premise legacy Oracle Argus instance was inflexible, limited, and outdated. Seeking greater flexibility, newer features, and a solution that aligned with the company's IT roadmap, it chose Veeva Vault Safety.

The company was required to migrate the data by a specific date per the transition services agreement (TSA). If the data was not migrated in time, the company would face significant financial penalties. The firm timeline and the fact that Veeva Safety Vault was still a maturing solution positioned this project to be especially challenging. To meet this challenge, it turned to a partner its parent company had trusted before to help meet demanding project deadlines: Daelight Solutions.

The leadership qualities, understanding of safety data and extensive experience with Veeva Vault and migrations made Daelight an ideal partner for the project.

How Daelight Overcame Project Challenges

RAPID CHANGES TO VEEVA VAULT SAFETY

As a relatively new platform, Veeva Vault Safety rapidly evolved with new features and configurations – complicating the migration process.

Specifically, Veeva was in the process of building out necessary features for requirements across regulatory bodies in various regions, such as the EU, US, Canada, Japan, South Korea, and China. Each country has its own set of safety regulations, language requirements, data privacy rules, and file format submission requirements.

For example, Japan, China, and South Korea strongly emphasize local clinical data entry, resulting in expanded data model requirements for these countries to support the localized records. Veeva's localized case functionality was relatively new at the time and evolved during the migration, resulting in changes to migration requirements. The Daelight team remained agile as Veeva rolled out enhancements.

NAVIGATING CHANGE & RELEASE CYCLES

In the Veeva Vault world, there were two different environments:

1. The general release (GR) environment underwent three major updates annually to introduce new software features, object model changes, and other updates.

2. Limited release environments were sent out every three to five weeks and included updates that would eventually be part of the GR releases, meaning the system was constantly updated.

During the migration project, Daelight primarily worked in the limited release environments, but also had to ensure compatibility with the GR environments for validation and production purposes. Additionally, the company actively collaborated with Veeva on over 20 configuration sprints during the course of the 19-month migration project. This meant Daelight needed to adapt to changing fields, workflows, and features. As the system evolved, Daelight adapted.

Developing Strategies for Success

To mitigate these challenges, Daelight implemented an agile strategy:

1. Extensive testing involving validation teams to ensure data integrity and system functionality post-migration.

2. Proactively comparing system configurations before and after each release to identify and address changes ahead of testing, which involved dumping the system's configuration and analyzing differences to make necessary adjustments.

3. Close collaboration and partnership with Veeva to ensure clear communication and understanding of release schedules and feature enhancements in a rapidly evolving product landscape.

The success of the migration hinged on maintaining data consistency and compliance. It was crucial that the data migrated correctly and that the new system functioned properly with this data. A failure in either aspect would have compromised the project. **By constantly adapting to the system changes and rigorously testing data integrity and system functionality, Daelight ensured that the migration was successful and that the new system was operational and reliable.**

NUMEROUS WORKSTREAMS
HAPPENING AT ONCE

As with all safety programs, multiple workstreams occurred simultaneously, adding complexity to the migration process. Daelight coordinated with several downstream teams, particularly the signaling, datamart, and reporting workstreams, in order for those groups to test its solutions with migrated data. **Daelight balanced the demand for requirements changes and testing needs of other workstreams by completing dry runs and testing in multiple environments when needed.** This flexibility was critical to ensuring data quality and meeting program timelines.

EXCEEDING
EXPECTATIONS

Daelight remained flexible and dedicated to the customer, adapting to evolving requirements to ensure that all project objectives were met with the highest standards of quality.

The Daelight team ensured all new requirements and changes were incorporated before moving to production, and that commitment to thoroughness allowed the teams to complete the project on time. Daelight successfully migrated the data into the new system by the deadline and ensured that downstream reporting and signaling teams could immediately access and process the data.

Results

Daelight's proactive approach and willingness to go the extra mile meant no delays or workarounds were needed. The downstream systems could function correctly from day one, meeting regulatory requirements and ensuring continuous monitoring and reporting. **Ultimately, Daelight migrated over 2 million cases and 11 million documents, moved over 100 million object records and performed over 15 billion transformations.**

By completing the migration project on budget and by the deadline, Daelight helped the consumer healthcare company save significant money. There were no disruptions to business continuity during this project; the client was able to process safety data without interruption, resulting in no late cases as a result of the migration.

The consumer healthcare company was thrilled with the results and its new Veeva Vault Safety system. It served as a reference for Daelight's Veeva Migration recertification, a rigorous process as evidenced by the fact that only eight exist worldwide.