

NavaX-Powered Medical Information

Medical Information, powered by **NavaX™ AI**, provides a fully unified, AI-enabled solution for global teams to seamlessly manage medical inquiries, product complaints and adverse events, maintain and share compliant information, and drive unprecedented efficiencies, confidence, and scalability across the Medical Information lifecycle.



Transform Medical Information with Intelligent Automation



Multi-Channel Intake Automation

Automate case intake across various channels in seconds, to eliminate manual data entry and reduce case creation time by up to 80%.



Conversational AI

Manage routine inquiries faster using conversational AI to guide agents with live suggestions and handle basic external queries via chatbot.



AI Response Drafting

Draft AI responses based on approved content and subject to agent review, to cut turnaround time while maintaining traceability and compliance.



Seamless Ecosystem Integration

Drive more compliant, consistent information management with seamless integrations with your CRM, Safety and Quality platforms, and other systems.



Telephony Integration

Enable higher-quality data from every call with automated voice-to-text transcription, phone call summaries, and data extraction and processing.



Global Compliance & Scalability

Establish a unified SaaS platform built to meet regulatory needs, ensure data security, and ensure audit-readiness across your global operations.

See the value of Medical Information.

Powered by **NavaX™**



Unmatched Efficiency Gains

Turn cycle times from hours to minutes using industry-leading automation to streamline manual processes and reduce manual effort across Medical Information operations.



Enhanced Compliance

Maintain compliance with confidence by ensuring every action is grounded in approved content and fully traceable, alongside built-in support for the latest global regulations and data standards.



Streamlined Operations

Harmonize your global teams and break down cross-domain siloes via an integrated platform to seamlessly connect your Medical Information, Safety, and Quality systems.



Scalable Intelligence

Utilize automation that learns from every interaction and can grow alongside your business, to ensure cost-efficient scalability and extend the benefits of advanced insights.

**Ready to take
the next step?**

*Connect with us today to learn
more about LifeSphere Safety.*

Let's Talk