

A Faster, Smarter Way to Manage Product Complaints

Product Complaints™ provides a single, structured system for product quality complaints, seamlessly integrated across your Quality, Safety, and Medical Information operations. Ensure more consistent intake, efficient investigation, and audit ready documentation, while eliminating fragmented processes and manual tracking.



Unlock Agile Multi-Channel Intake with Product Complaints



Agile, Multi-Channel Intake

Streamline the intake of product complaints entered across channels – including emails, call centers, field representatives, and portals – to ensure more efficient and higher-quality data capture.



Compliance and Audit Readiness

Support full compliance with clear and complete audit trails enabling transparent documentation of decisions and outcomes, and coordinated Quality and Safety oversight.



Mobile and Web Reporting

Empower consumers, HCP's, patient support programs, and other users to submit complaints from the field via web or mobile, for faster and more accurate submissions from wherever complaints originate.



Cross-Domain Integration

Seamlessly bring together Quality, Safety, and Medical Information processes within the broader LifeSphere platform. This includes establishing direct linkage between product complaints and adverse event cases.



End-to-End Workflow Management

Support the full product complaint process with clear, traceable workflows across intake, data validation, classification and assessment.



Future-Proof Operations

Our solution scales with your organization and supports future innovation, including AI-driven complaint classification, automated detection of adverse events within complaints, and real-time data and analytics.

See the value of Product Complaints.



Operational Efficiency

Drive significant time and cost savings by streamlining key workflows to enable faster intake, assessment, and resolution of product complaints, while reducing manual tracking and data re-entry.



Enhanced Audit Readiness

Establish standardized and structured workflows to enable greater traceability, consistency, and inspection readiness and ensure regulatory timelines and escalation requirements are met.



Seamless Harmonization

Establish a centralized product complaints repository, seamlessly unified with Quality, Safety, and Medical Information processes, to reduce risk and improve oversight across the product lifecycle.



Greater Insights

Empower enhanced decision-making with greater visibility into product quality trends, earlier identification of potential risks, and data-driven insights to support continuous improvement.

Ready to take the next step?



Connect with us today to learn more about Product Complaints.

Let's Talk