



Inside Online

IRMS User Community



Here at Online, we have been hard at work over the last 15 years building, enhancing, and growing our Medical Communication software package. During that time, we've worked with over 65 different Pharmaceutical and Biotech companies, an impressive history. As many of you know, we need and appreciate, if not solicit, input, ideas, and suggestions from our users on how to make IRMS a better solution. It is time to try to formalize that process.

At our recent workshop in Tampa earlier this year, some of our clients suggested working with other clients to prioritize new features and system requirements. The idea is to allow our users to work together to determine which are the most important and requested additional functions to be added to IRMS. We

thought this was an excellent idea, and even inquired about it in our follow up survey after the workshop.

There are many possible ways to handle this. Mike Schur at Procter&Gamble, who initially suggested the idea, has also volunteered to coordinate communication and group members. We also have a message board portion of our website that is getting very little use. An email group is another possible way to foster communication. We know there are many ideas and requests that our clients would like to see incorporated into our product. Perhaps there is a companion product you would like to see developed that works with IRMS. Whatever the suggestion, coordinating efforts of our clients will help us prioritize and focus our efforts to the benefit

NEW CLIENTS

Online Business Applications would like to welcome Serono International SA, Galderma, and Cephalon France & UK to our growing list of clients. We would also like to thank all of our existing clients for their continued business.

of our clients.

Please contact us here at Online if you are interested. You can send an email to joe@irmsonline.com, and let him know that you want to participate in the future development of IRMS. Joe will get all contact information together and forward it to Mike. Let's get this off the ground and moving. We are excited about the future and our continued partnership with all of our clients.



From the Support Desk

IRMS is able to process cases from data entered on web pages and sent in via e-mail forms. The "Email Importing" tab activates this feature and controls how those cases are processed. Refer to the IRMS Knowledge Base at www.IrmsOnline.com. The IRMS Knowledge Base is located under the Support drop down menu. Click the section titled "Importing Requests Electronically".

We have received many calls in regards to this feature. Two of the most common are "Cannot Access Mailbox error message" and "Emails being processed from the inbox to processed folder without the cases getting created into IRMS".

The first problem is an error message stating that it is trying to read from the Inbox as specified in the "Read E-Mail From" field (in the Division Parameters Email Import tab). In our knowledge base article for "Importing Requests Electronically", we specify how the values of these fields should be



displayed (whether using Microsoft Exchange or Lotus Notes). For instance, in Microsoft Exchange, you may notice that the mailboxes are identified as "Mailbox - Medical Information", and you have all of your folders under that mailbox (i.e. Inbox, Deleted, Sent Items, etc.). Our KB article stipulates that the value for the "Read E-Mail From" field should read "Mailbox - Medical Information\\Inbox". If the user enters the value "Mailbox-Medical Information\\Inbox" they should receive an error due to there not being any spaces on either side of the hyphen. The same can also happen if the "Read E-Mail From" is correct, but the "Read E-Mail To" is not (and there should be an additional message that the message could not be processed). For more details regarding this issue, please download our knowledge base article at "http://www.irmsonline.com/irmskb/importing_requests_electronically.htm". If the KB article does not resolve the problem, please contact the IRMS Technical Support team at 630-243-9810 extension 250.

The second problem could be due to varying factors. One known repeatable issue was due to the Request table not accepting a zero length string for the "RepPhone" field.



What this means is that an email was trying to be imported, and as the record was getting processed in the Request table, there was no value entered for the "RepPhone" field (it could be null, or it could just an empty string). Regardless of what the value is, the Request table may have a value defined to not allow a zero-length string, and that is where the problem is occurring. The best way to see where the problem is coming from is to look for an error log file (Email_Errors.log) in the IRMS5 root folder on the server. This log file is specific to the email importing process, and will only show errors that occurred during that process. If there are errors listed, please notify Online Business Applications by attaching a copy of the file to an email and sending it to support@irmsonline.com (along with a description of the problem you are having).

IRMS Workshop 2004

Online Business Applications would like to thank everyone who came out to Tampa to attend our 2004 IRMS workshop. This has been our most successful workshop thus far. More than 50 medical communications professionals representing approximately 30 companies participated. Also, a special thanks to our guest speakers Toni Roman of Apotex Inc. and Mike Schur of Procter & Gamble Pharmaceuticals.



As promised, pictures of the accused are included. There was much learned about how our clients are using IRMS, as well as the new features of IRMS version 5. We've updated our documentation (which is available from our website) and introduced a number of great new features. There was lots of interest in our web version of IRMS, and of course, our continued exploration over the pond into Europe.

We had a lot of fun, and are grateful for a group of users interested in and committed to working with us to provide an exceptional product. We look forward to meeting with you all again next year.



Stewart Hartz-OBA



Dianne Pullman-OBA



Mike Schur-Procter & Gamble Pharmaceuticals



Toni Roman-Apotex Inc.



Joe Pierce-OBA

From the Developer's Desk



Those programmers in their dark corners are at it again. They've added a lot of new features to the latest version of IRMS. Some things to look for...

1. New approval and archival of FAQs. This will allow you to manage your FAQs similar to managing documents. FAQs can be versioned and old archives can be stored.
2. New 'Corporate Data' maintenance. This allows our clients to designate some data tables as 'Corporate' and be maintained only by users who belong to a group with this permission selected.
3. Global Document maintenance. Along with the corporate data idea, we now can designate documents as 'Global' documents. These can be used as templates for local divisions to copy locally and use as standards.
4. Correspondence Management. This allows our users to send out letters with automatic follow-ups required. Specific documents can be assigned a 'default follow up' in days. When these documents are used in our 'Correspondence Management', a follow up will be set and the case will appear in the 'New Cases' screen with a status of Follow Up.
5. Case Attachments. This allows our clients to attach any type of file to an IRMS case. With a button right on the Case Entry screen, images, faxes, scanned BRCs etc can all be attached to the case directly and viewed from inside a case.
6. First Response Report. We've captured the idea of a 'first response'. This is the time from the case entry to the time an initial letter, or verbal response, was delivered. A report based upon first response can demonstrate how long it takes a company to get a response back to the requester, even if the case isn't closed yet.

There are many more new features in the latest version of IRMS. If you would like to upgrade your IRMS version, please contact Online Business Applications at (630)-243-9810.

New Employee

Online Business Applications would like to welcome Mike Green to our team. Mike will be joining our support staff in assisting our clients with IRMS. Welcome aboard Mike.

IRMS Training 2004

Once again we are getting an early start on planning our yearly training workshop. Since we all had a good time at last years workshop in Atlantic City, we have decided to hold this years session in Las Vegas, NV. We are planning on holding it in late October or early November. If you have

any suggestions on what you would like us to cover in training, please contact Joe Pierce at Joe@irmsonline.com. We look forward to hearing from you.

