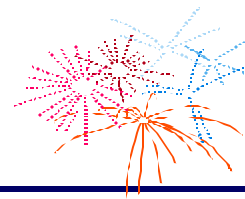




Inside Online

Introducing...

IRMS and Siebel!



Online Business Applications is proud to announce the introduction of IRMS-Connect, our real-time integration with the popular CRM package Siebel.

Some of the capabilities include;

- Siebel generated requests in IRMS
- Siebel Activity records created by IRMS
- Live transfer of data from Siebel to IRMS
- IRMS use of Siebel Contact Record
- IRMS updating Siebel Contact Records
- IRMS notifying Sales field of new opportunities

And more...

The Pharmaceutical and Biotech industries are just beginning to explore the benefits of Customer Relationship Management (CRM). CRM provides companies the ability to have a better understanding of their customers behaviors and interaction with various touch-points within an organization.

Siebel is a leading CRM platform, yet it is lacking a significant amount of functionality necessary for processing Medical Information inquiries, Product Complaints, Adverse Events and more. In addition, CFR Part 11, HIPAA, validation, and other issues increases the challenge of building a customized application on the Siebel Platform.

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Welcome new IRMS users



Online is pleased to announce the recent addition of three more companies to our growing IRMS client roster:

- Andrx Laboratories
- Corixa Pharmaceuticals
- Actelion Pharmaceuticals

Andrx, located in Hackensack, NJ is part-

nering with Online to develop our Adverse Event system. Corixa and Actelion are neighbors in South San Francisco. Actelion is rolling out IRMS in the U.S. initially, with plans to go global.

Corixa is utilizing IRMS installed in Seattle through a Citrix connection. We are happy to welcome these companies to our family.

IRMS version 4.4



A new version of IRMS is available for download from our website www.irmsonline.com.

Version 4.4 has new support for Microsoft Windows and Office XP.

In addition, IRMS version 4.4 now has greater use of the Division field. A client can group products, Q&As, documents and more by division and *(Continued on page 2)*





New Product!!

Adverse Events / Product Complaints / Medical Information

Online Business Applications is developing our comprehensive Adverse Event Reporting System.

Our Adverse Events system, which will be fully integrated with IRMS, will allow for full FDA 3500A and Periodic Reporting, International CIOMS and PSUR reporting, and coming soon, fully compliant electronic Adverse Events submissions.

Our Product Complaint capabilities are being enhanced as well to allow for full tracking and correspondence management of all

... IRMS/Siebel

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Custom developed applications on the Siebel platform are exceedingly expensive. In addition, they must be supported and maintained by the company internally, with costly rewrites necessary to keep up with new versions of Siebel and other integrated applications.

Now with IRMSConnect, Pharmaceutical and Biotech companies can take advantage of the robust functionality of IRMS, the leading Medical Information software solution, and still progress with CRM initiatives. IRMSConnect enables full communication with Siebel implementations for various CRM objectives.

Product Complaint and Quality Assurance issues.

Imagine a product suite for your company that can handle Medical Information, Adverse Events, and Product Complaints; CFR Part 11 compliant; one easy to use application interface.

IRMS version 4.5 will be fully CFR Part 11 compliant, and we will have the application validated on site. Our clients who are interested can then validate IRMS at

RELATED NOTE
Online Business Applications
will be at:
The Management of Adverse Drug Experiences
October 6-9, 2002
Sheraton New Orleans Hotel

their location. We can even assist by providing documentation and test scripts!

If you, or someone in your organization, may be interested in this exciting development, please contact Joe Pierce at 630.243.9810 x209 or joe@irmsonline.com



Online's Newest Employee

Online would like to welcome Stewart (Stu) Hartz to our team.

Stu has experience in a wide variety of technologies, but primarily focused on Microsoft. His experience has covered development solutions for e-commerce sites and intranet applications, business analysis for production workflow, and online documentation for corporate products

Stu will be involved in support and development of IRMS.

Welcome aboard Stu!

If your company is considering pursuing a CRM initiative, contact us to see how we can be of assistance.

...IRMS Version 4.4

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users of those divisions will only see their appropriate data. This is perfect for global Medical Information processing from a single database.

We have also greatly enhanced our communication out of IRMS. With auto-reply, IRMS can send affirmation that email or web requests were received by the system. We have also added the ability to email sales reps directly from the Case Entry screen! Check out the release notes today!!!