



# IRMS is Going Global!

Online Business Applications is proud to announce our arrival in Europe!

**UCB Pharmaceuticals** is now using IRMS in their Belgium location. Online is proud to welcome them onboard, and we look forward to expanding our services and capabilities in the global arena.

Additionally, IRMS will be rolling out globally into more than 8 different countries by the end of 2003. Sites using IRMS will exist in Canada, Mexico, Australia, Germany, France, Belgium, Italy, and The United Kingdom. Imagine sharing standard document infor-

mation globally. IRMS can handle each global location as an independent site with separate rules, products, languages and documents while allowing for global reporting and data sharing.

IRMS can run globally from a single server, or allow for multiple remote servers to talk to each other. This way we allow for the best combination of flexibility and performance.

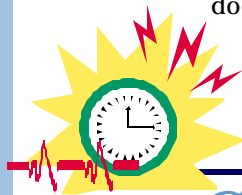
For more information on how your company can be IRMS Global, contact IRMS sales.

### New Employee!

Online welcomes **Tom Heywood** to our team.

Tom's background includes over ten years in information technology with accomplishments in project management, application development, and customer service. Most recently he has been involved in the development and support of various corporate database applications in Microsoft Access and Visual Basic.

Tom will be involved in support and development of IRMS.



## Workshop 2003

**G**et Ready!!

Workshop 2003 is arriving sooner than you think!

We have quite a bit to discuss at this year's user group meeting! The biggest news is the introduc-

tion of IRMS version 4.5.

IRMS 4.5 will be the first version of IRMS that is truly CFR Part 11

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compliant. This

means that all compo-

### Details

## **IRMS Workshop 2003**

March 8th

*Renaissance Parc 55 Hotel  
San Francisco, California*

## Welcome New Clients!!



**W**e are pleased to announce additions of **Procter&Gamble** and **Med Communications**

to our growing roster of IRMS clients.

just outside of Cincinnati, Ohio. IRMS will be their communications service provider

global medical communications solution rolled out

initially in eight locations around the world.

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Procter&Gamble Pharmaceuticals is headquartered

Med Communications is a medical





# Helpful Hints!

## Send E-mail to Sales Rep from Case Entry

Users can now send pre-defined text messages via e-mail to a representative from the Case Entry screen. Generic message formats can be created and selected and all messages are saved with the case.



up letters for those cases without creating new cases. This allows for easier mass-mailings, batch follow-ups and accurate reporting.

## Create letter for multiple cases.

Users can now use the Case Copy option to create Follow Up letters without copying the case. Users query to find a group of cases and create follow-

## The Division Field

The new application of the Division field in User Security allows our clients to create 'virtual' databases for each division. If a user has a Division specified in their User Security, that user will only have access to products, documents, Q&As etc, that are assigned to that division. Check out our



knowledge base for more information on the use of the division field!

## Email Auto Reply

There is a new System Parameter on the E-Mail Importing tab that enables automatic replies. This will allow IRMS to reply to the incoming email address that the case was received and is being handled in IRMS.



## ...Workshop 2003, San Francisco!

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nents necessary for true compliance and system validation are in place.

The reason for this move is the introduction of our new integrated Adverse Event and Product Complaint products.

We will also have our usual array of useful topics including new features, user training, client

presentations and more! Look for an email from us with more details!

We hope to see you there!

*"IRMS continues to grow and expand to meet the evolving needs of our clients. Engage us to discuss our CRM components as well!"*

### Workshop Schedule

8:30—9:00 a.m.

**Check-in & Coffee**

9:00—9:15

**Introductions**

9:15—10:30

**"Year in Review"**

10:45—12:00 p.m.

**IRMS Tips & Tricks**

12:00—12:45

**Lunch** (provided)

12:45—2:45

**"How We Use IRMS"**

3:00—5:00

**IRMS**

**User Presentations and Discussions**

## ...New Clients

located in Memphis next to the university of Tennessee. Med Communications offers a unique model of service adapting the price structure to the needs of the client. Utilizing IRMS, Med Communications will be capable of offering exceptional quality service at significantly lower costs.



## Goodbye 2002!!

...and another year has come and gone. We at Online hope you and yours had a wonderful 2002.

There were many exiting changes and challenges throughout the year, and we look forward to enjoying 2003

and all it's challenges with you. We appreciate each of you as our clients and friends, and we will continue to strive to serve you with value, professionalism and excellence.

Thank You!