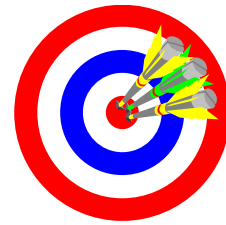


UPDATES!!



Version 5 of IRMS is coming. There are a lot of new features and updates to be aware of as we

continue to advance our software.

Things we are addressing or updating in v.5 include:

- Office XP
- CFR Part 11
- HIPAA
- CRM Integration
- Adverse Events

- Product Complaints
- Multi-Site Deployment
- Improved FAQs
- Signature Handling
- More, more, more..

We are excited about the new capabilities of IRMS and our new offerings into Drug Safety and Quality Assurance. Please feel free to contact us with any questions.

Knowledge Base

(Continued from page 1)

a related article:

“Setting Up an Outlook Form,”

In **“Importing**

Requests Electronically” we discuss the two most common ways to enable electronic requests, a web form and an Outlook form. Online has a Web Form that can be taken and used in your corporate website which will correctly format submitted

information for automatic import into IRMS. There is also information on the Microsoft Outlook form. There is also detailed information on file format and setup to get started with this great feature.

In **“Setting Up an Outlook Form,”** we show you how to set up a form in Microsoft Outlook that can be given out to sales reps to enable formatted data entry of questions for submission to

IRMS via e-mail. It includes instructions for downloading a working, modifiable sample.

Electronic Request Entry is one of the most efficient ways to reduce your departments workload while improving turnaround time and customer satisfaction. Please contact us if you have any questions or would like to hear more!

... Workshop 2003

(Continued from page 1)

Many companies have concerns about distributing Medical Information without a physician signature. While there is no FDA regulation requiring a signature, a pharmaceutical or biotech company may want to police itself in the handling of requests. We have helped some clients use signature sheets, uniquely numbered pages of lines for signature, to match up electronic requests with signatures that are submitted later. Also, IRMS has many reporting

capabilities that can help identify potential abuse of the electronic request process.

Please contact us at Online, or see the Knowledge Base article referred to in this newsletter, for more information about electronic request entry!



New Additions

There are three new members of the Online team.

Adam Oles has joined us to help update our website content and look and feel.

Susie Pierce has joined us part-time to assist with system documentation and new user's guides.

Kirsten Carson has joined us as an intern to assist Sales and Marketing.

Welcome Aboard. Let's hope they enjoy it here; we're like Hotel California.

Volume 2 Issue 3

Spring/Summer

2003

More summer since we are a



ONLINE BUSINESS APPLICATIONS, INC.

Inside Online

IRMS Workshop 2003, the theme:

Electronic Information Requests!

There was definitely a theme at this year's workshop in San Francisco. Streamline your request entry process by accepting electronic requests from the Sales, Medical Liaisons, Healthcare professionals and consumers.

accept electronic requests for information.

According to **Diane Vandeputte, Senior Manager of Medical Information at UCB Pharma,** "Use of the (Outlook) form al-

lowed us to increase our output **by ten-fold** without dramatically increasing our efforts" In addition, "Turnaround times are fabulous: 85% within 1 d, 93% within 2 d, 95% within 3 d, 97% within 1 wk, 99% within 2 wks"

(Continued on page 4)

Client Presentations, which played a greater role during the March 8th meeting of IRMS users than in year's past, almost all touched upon the benefits of implementing one of the many ways IRMS can

Roaming Training?

Aside from the consensus on the exceptional quality and value of the client presentations, the most common agreement from our survey was the need for an opposite coast users/training meeting.

We are in the initial stages of planning a meeting on the east coast. If you are interested in attending, or have ideas, please let us know, or look for information from us soon. Scheduling will be most important. Thanks!!

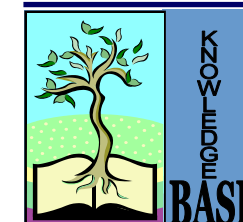
Online Expands into the Enterprise!

With the availability of the Siebel Integration, Adverse Event and Product Complaint components; as well as our soon-to-be-released web interface, Online can offer your organization more than ever.

We are planning the development of several new modules including Document Management, Call Center, Trial Management and more.

Contact Joe Pierce to see how Online can help improve communication with

other departments in your organization and offer others the same exceptional functionality, service and support that our IRMS clients have grown accustomed to!



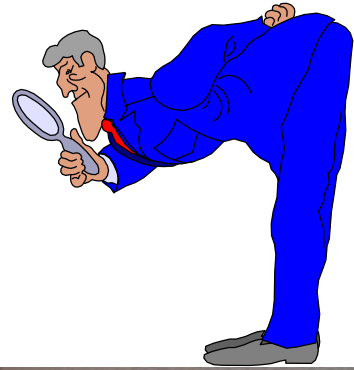
shop this year, we felt it would be beneficial to reprint this knowledge base information.

The knowledge base (www.irmsonline.com/irmskb) now contains 44 articles that address common issues and FAQs.

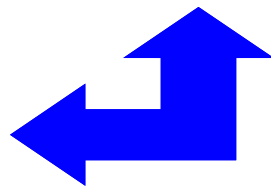
We have updated the article entitled **“Importing Requests Electronically”** and have added

(Continued on page 4)

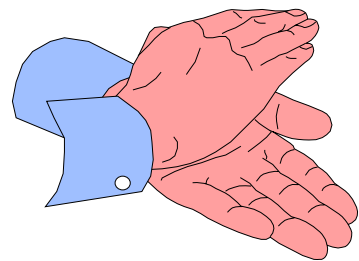




Our New Booth!!



Attendees!!



We are extremely grateful to all our presenters for their contribution to making this year's user group meeting such a success. In a return survey, according to attendees, the user presentations was far and away the most beneficial part of the meeting. We hope the inclusion of pictures doesn't dissuade anyone from presenting at next year's meeting.

From top left, clockwise; (Sally Lam, Intermune; Carl Swanson, Pharmacia; Theresa Pitre, Apotex; Diane Vandeputte, UCB Pharma; Brian Miscovich, Ortho Biotech; Susan Coco, AndrX Labs.)