

IQVIA Vigilance Collect

Situation

Pharmaceutical and MedTech organizations operate in increasingly complex environments when it comes to capturing and managing safety risks and product quality complaints. Fragmented systems, growing data volumes, and evolving global regulations make it difficult to maintain compliance and operational efficiency.

Solution

IQVIA Vigilance Collect is a web-based SaaS and mobile platform designed to simplify and automate the capture of safety risks and product quality complaints.

It provides a single, multilingual portal for global users, integrating seamlessly with leading safety and quality systems, and supporting rapid implementation and compliance and simplifying reporting workflows.



IQVIA Vigilance Collect Landing Page

Global accessibility

Web and mobile access, with support for multiple languages (including right-to-left languages like Arabic), ensures all stakeholders can participate regardless of location or language.

Seamless integration

Native connections to leading safety and quality platforms (Argus, IVP Intake, SmartSolve) minimize implementation effort and enable real-time data synchronization.

Compliance confidence

Built-in regulatory compliance (21 CFR Part-11) and standardized processes reduce the risk of errors and non-compliance.



Right first time reporting

Guided, structured forms ensure accurate data capture from the start, reducing follow-up and manual processing.

Greater engagement

Easy-to-use, multilingual interface encourages more users to report cases, improving data completeness and quality.

Efficiency and scalability

Automated validation and routing streamline workflows, freeing up resources and enabling organizations to handle higher volumes without increasing headcount.

Why organizations trust Vigilance Collect

Vigilance Collect empowers organizations to modernize safety and quality complaint reporting and overcome operational challenges, ensuring compliance and improved outcomes for patients and stakeholders.



Single global portal: One platform for all users, supporting local languages and tailored workflows, reduces complexity and improves adoption



Configurable and flexible: Adapts to the needs of any organization — small, mid, or large — across pharma and MedTech segments



Role-based experience: Supports diverse user profiles (HCPs, patients, sales reps, admins) with tailored questionnaires and access controls



Fast implementation: Out-of-the-box solution designed for rapid deployment and easy upgrades, minimizing IT burden



Trusted by industry leaders: Used by top organizations worldwide



Flexible pricing: Scalable, per-case pricing model ensures cost-effectiveness for organizations of all sizes

Case Reporting Process