

Veeva Vault Quality to RIM Connection

FAQ

How much effort is needed to configure and enable the connection and is written help available to customers, or can integration configuration only be managed by Veeva?

While an administrator with deep technical knowledge could complete the configurations independently, Veeva strongly recommends engaging our Professional Services team to implement the Vault Connection.

The connection requires significant effort in mapping data across environments, which our team supports as part of a services engagement.

How much does the Vault Quality to RIM Vault Connection cost?

Provided you already have QMS and RIM Vaults, the connection is included in the license fee.

However, depending on the technical knowledge of your internal administrator, a Veeva Professional Services engagement may be necessary to implement the connection.

What are the minimum data required to make the Vault Quality to RIM Vault Connection work?

The only required fields for the Vault Quality to RIM Connection are the standard ID fields to allow the Vault Connection to create related records and link related records in the Target back to the Source Vault.

What happens if the Target Vault has additional mandatory fields not found in the Source Vault?

If the Target Vault has additional mandatory fields, there are three options for each field:

1. Configure the connection so the Target Vault Field is populated by an existing Field within the Source Vault
2. Make the Field in the Target Vault optional
3. Select a default value for the Field in the Target Vault

Is it possible to link one Quality Vault to multiple RIM Vaults?

No, the connection only works from one Quality Vault to one RIM Vault.

Will the connection work across domains?

Connections are designed to work within the same domain.

Does the connection support multiple impact assessments for a single change in QMS?

Currently, the Vault Quality to RIM Connection supports a single Quality Event Change Control record and a single Impact Assessment record in the QMS vault to be linked to a single Event record in the Registrations vault

If a data transfer error occurs in the connection, how will we know and how should it be handled? Is this something that is done by our System Admin or Veeva?

Currently, there is no automatic notification. However, it is possible to run a flash report on error messages. This can be set to only show any errors that may have occurred in a certain time period.

A System Admin should triage this regularly and research/repair the root cause of any errors.

Can the connection be established against existing Vaults that are already configured and active, or would it need to be done as part of a new implementation?

The Vault Connection can be established either during the implementation of the systems or once the systems are already in use. There is no specific timeline.

Is there a way to find out how the connection is being used?

Yes, you can leverage reports and dashboards in both Vault Quality and Vault RIM that track the number of created events and any status updates to the records.

Are any documents transferred by this connection?

No, this particular connection doesn't currently transfer documents, although this capability is something we may consider in the future. Other connections accomplish this using crosslinks to a source document in another Vault to ensure there is only one version per document.

If Products and Product Variants are created in the RIM Vault, are these automatically transferred by the connection?

At the moment, both products and product variants records need to be manually added to both Vaults and linked between the two. There is, however, a future feature request to be able to model these in a consistent way, so they can subsequently be transferred by the connection.

Once this is done, any related records can be transferred and created via the connection, such as the event product or event product level.

Need help navigating these questions and answers?

Reach out to the Veeva Team: rd_csm@veeva.com

You can also find additional resources on the [Vault Connections Resource Hub](#).