

Our Service & technology offerings

Service Offerings:

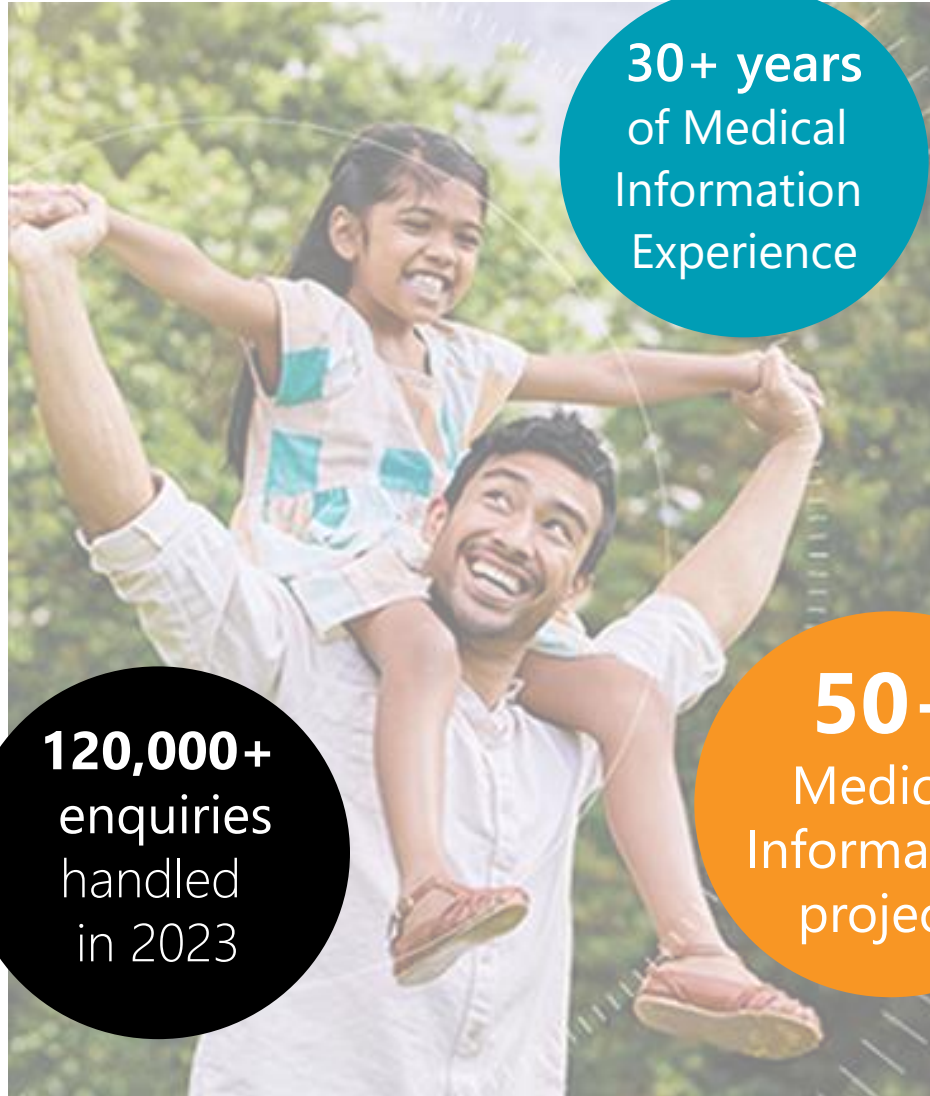
- | 24/7 live agent call support
- | A Global team capable of handling calls in all languages
- | Pre-launch inquiry management
- | Adverse event reporting
- | Product complaint management
- | Standard and Customized Response Letter generation
- | Comprehensive Literature searches
- | FAQ creation and development
- | Crisis management, including product recall services

Technology Offerings:

- | Experience with all major industry CRM seamlessly integrating with your system
- | Access to our industry-leading CRM database, featuring AI capabilities such as chatbots
- | Advanced telephony system with Automatic Call Distribution

PLG'S LEADING GLOBAL MEDICAL INFORMATION SERVICE OFFERING

Our multilingual's team: Scientists, Nurses, Pharmacists



30+ years
of Medical
Information
Experience

120,000+
enquiries
handled
in 2023

50+
Medical
Information
projects

Product Experience:

- | Pharmaceuticals
- | Medical devices
- | Food / Nutritional Supplements
- | Cosmetics

Quality Focused:

- | Call monitoring to ensure quality and customer satisfaction
- | Continuous analysis of metrics/ KPI's to drive improvements and optimize performance.
- | Performance dashboard for easy Client oversight
- | Robust Quality Management System
- | Compliance with Global Standards which ensures adherence to international quality standards and industry best practices

Client-focused:

- | Governance model with direct engagement of our Senior leadership

