

Put Model N expertise to work for you



Life sciences innovators rely on Model N to deliver the deep insight and control they need to optimize revenue and ensure compliance. To help you improve your operational and business processes and make the most of your investment, we offer innovative services delivered by technical architects, business advisors, and industry specialists—all of whom have deep expertise in revenue optimization, compliance, and our software solutions.

Model N Global Services enable you to confidently utilize and adopt our applications, streamline business processes, and optimize revenue. Because we know the Model N platform better than anyone, we can help you capitalize on features and functionality and continuously improve processes to address changing business needs.

The Model N Global Services portfolio

Revenue Management Services	Outsource some or all of your commercial and government compliance to our industry experts, proven processes, and state-of-the-art technology.
Advisory Services	Leverage expert guidance to mitigate risk, improve commercial performance, and accelerate market access.
Application Services	Streamline day-to-day operation and integrations to ensure your solutions perform as required.
Professional Services	Get up and running with Model N solutions, capitalize on new functionality, and optimize the platform for your business.
Education Services	Master Model N solutions and stay ahead of industry changes with user, operational, and technical training and education.
Support Services	Keep your Model N solutions running like clockwork with the level of support that's right for you.

Revenue Management Services

Stay focused on strategy and increase operational flexibility by outsourcing some or all of your business and compliance processes to our expert team of experienced advisors. Powered by technology developed for life sciences, Revenue Management Services fills organizational gaps and relieves overburdened staff, so your headcount can focus on areas that have the greatest impact on your business.

- **Government pricing compliance**, including Medicare Part D, Manufacturer Discount Program, TRICARE, Federal Supply Schedule, and state price transparency reporting
- **Market access and payer operations**, including chargeback process, membership administration, contract operations, rebate processing, claims validation
- **Commercial contracts and revenue operations**, including sales-based rebates, contract administration, class of trade management, 340B contract administration, gross-to-net, revenue analytics, Maximum Fair Price support

Advisory Services

Elevate your business with strategic guidance. Our system-agnostic strategic and operational consulting services help you mitigate risk, strengthen commercial performance, and improve profitability.

- **Commercial Excellence**: Optimize revenue across the commercialization lifecycle.
- **Regulatory Readiness**: Navigate regulatory changes, understand potential impacts, prepare for audits, and evolve compliance programs.
- **Business Transformation**: Prepare for business events and manage change.

Application Services

Enhance your team with dedicated technical expertise and guidance. Our high-touch technical services help drive adoption and value realization, while aligning your application to your business's changing needs.

- **Application Support and Operations Services**: Streamline the daily operation of your Model N application.
- **Configuration and Extensibility Services**: Implement new reporting and analytics capabilities, redesign processes, and customize Model N solutions to drive the highest value out of your implementation.
- **Quality and Compliance Services**: Ensure your Model N solutions perform as required, maintain data integrity, and ensure compliance.

Professional Services

Get up and running quickly and then optimize the Model N platform for your business's needs. Our technical and functional experts help you realize the full value of your revenue management solution.

- **Onboarding:** Start your Model N journey with a smooth deployment.
- **Business Expansion:** Extend platform capabilities and prepare systems to address evolving business requirements.
- **Optimization and Compliance Services:** Capitalize on new features and functionality and take a best-practice approach to managing compliance.

Education Services

Access operational and technical education through various training paths. With our extensive knowledge base, training repositories, and customized learning, you can efficiently and cost-effectively onboard and cross-train staff to prevent knowledge gaps and increase productivity. Plus, our scalable training and change management solutions enable you to effectively roll out new applications or updates globally.

- Instructor-led, in-person and remote training
- On-demand training
- Ngage in-app guidance for measuring and driving adoption of error-free processes
- Learning libraries with role-based learning assets, training guides, and company-specific content
- Virtual labs, custom training, and certifications

Support Services

Get fast, easy access to guidance and the level of technical support that's right for your business. Our experts help you address functional, technical, and configuration issues; incidental data fixes; requests for password resets, access, and enhancements; and environment maintenance.

- **Standard:** Round-robin support, available Monday through Friday
- **Enhanced:** 24x5 support from a dedicated technical account manager with 2-hour critical/blocker response
- **Premium:** 24x7 support from a dedicated technical account manager with 30-minute critical/blocker response and a dedicated support environment

Put Model N to work for you.

Schedule a meeting to learn how your organization can optimize revenue, mitigate risk, and stay focused on innovation.