

# Choose the right life sciences intelligence platform

Choosing a platform is about more than features. It's about how easily your teams can use it, how well it fits into your operations and how committed your partner is to helping you succeed. The right platform should deliver measurable value by accelerating adoption, maximizing team utilization and ensuring that your investment translates into real business outcomes.

Use this checklist to go beyond the brochure and find the platform that will scale with you for the long haul.

What to look for	Questions to ask vendors	Why it matters
<b>What can it do? Core capabilities and enterprise readiness</b>		
<input type="checkbox"/> A true product, not just a custom build	Do all clients receive regular platform upgrades and enhancements, or are updates handled separately for each implementation?	A true platform delivers regular enhancements to all clients through shared, versioned releases. When updates are handled separately for each implementation, it leads to delays, inconsistent experiences and missed opportunities to benefit from innovation.
<input type="checkbox"/> Embedded life sciences intelligence	How is your platform preconfigured for life sciences workflows such as incentive compensation, territory alignments, call planning, compliance and more?	Out-of-the-box life sciences platforms reduce onboarding time, accelerate time-to-market, improve accuracy and ensure compliance without heavy lifting.
<input type="checkbox"/> Scalability and performance	Can the platform handle a high-volume of data in real time without performance issues? Are there constraints due to Salesforce overlays or legacy architecture?	Global teams need systems that scale without slowing down. If performance degrades with volume, growth becomes a risk. Make sure the platform is cloud-native and enterprise-ready.
<input type="checkbox"/> AI that is embedded and domain-trained	How is AI embedded in your platform? Is it trained on life sciences data and integrated into your workflows? Can it leverage our data?	Generic AI products lack context. Domain-specific AI delivers actionable insights, smart recommendations and risk detection where it matters.
<input type="checkbox"/> CRM and ecosystem interoperability	Is the platform CRM-agnostic? Can it integrate with any CRM, like Salesforce and Veeva, and with your broader data and analytics stack?	You shouldn't have to rebuild your ecosystem to adopt a platform. Interoperability protects past investments and supports future growth.
<input type="checkbox"/> Global consistency + local flexibility	Can the platform support global standards while adapting to regional needs?	Pharma operates globally but executes locally. You need centralized governance without sacrificing agility in the field.

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<b>How will it work for my organization? Setting up for success and sustaining daily agility</b>		
<input type="checkbox"/> Implementation quality and user adoption	How are your implementation and onboarding teams structured? Do business and tech experts work together to guide setup and support adoption?	Success depends on more than going live—it's about how effectively the solution is deployed, adopted and used. Look for a partner that brings strategic expertise and long-term experience in life sciences to drive change and deliver impact.
<input type="checkbox"/> Business user empowerment and operational simplicity	What percentage of changes (workflows, rules, updates) can be made by business users? How easy is it to manage the platform day-to-day without constant vendor or IT support?	A scalable platform should empower business teams to self-configure, govern and operate the system independently. This reduces cost, accelerates agility and ensures the solution keeps pace with changing business needs.
<b>Will it keep delivering value over time? Driving sustained ROI and strategic evolution</b>		
<input type="checkbox"/> Customer success and enablement	What support is provided beyond go-live? Is there a dedicated success team, roadmap visibility, certifications and peer forums?	Long-term value depends on proactive partnership, not just initial delivery. Having a customer success manager assigned to you ensures continuous adoption of new features and therefore your investment's optimization throughout your journey.
<input type="checkbox"/> Security and compliance	Is the platform built to meet global privacy and pharma compliance standards?	Security and compliance aren't negotiable in life sciences. Your platform must meet the highest standards—by design.
<input type="checkbox"/> Flexibility for innovation pilots and co-creation	Can the platform support innovation pilots or co-create new use cases with your team?	The right partner doesn't just meet your needs today, they evolve with you.

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## About ZS

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