

WE ARE SWITCHING OUR ROUTE TO EXPORT!

Could you briefly introduce DeltaPV?

DeltaPV İlaç Danışmanlık is a contract pharmacovigilance service provider established in 2011. In Turkey, PV companies must be certified and have successfully passed Ministry inspection. With over ten of years experience as the first Company to obtain the "Good Pharmacovigilance Practices" certificate in Turkey, DeltaPV is currently the market leader. DeltaPV is providing support to over 200 pharmaceutical companies in more than 100 countries in safety monitoring of 5,000+ medicinal products in total. In addition to pharmaceuticals, we also offer services in developing vigilance processes for cosmetics and medical devices.

As DeltaPV, how would you describe the services you provide?

As DeltaPV, our main focus is to plan and implement all pharmacovigilance activities so as to meet specific customer needs. As part of pharmacovigilance, we perform local literature screening on scientific journals from more than 100 countries, using our validated software solution. We can conduct regular screening not only on local but also on global databases. In addition to the side effects we collected, we achieved our biggest strength in terms literature in answering medical questions we receive, and have set up a medical information management system. We enforced our literature screening practices, which is our biggest strength, by establishing a medical information management system, allowing us to utilize the side effects we collected to answer medical questions. By establishing call centers for Companies, we ensure that inquiries of consumers or HCPs from different countries are received and answered properly. Additionally, together with our EUROTOX certified toxicology specialist, we also prepare toxico-

logy reports (PDE and OEL) for cleaning validation requested under the scope of GMP inspections and send them to Companies in various countries.

How did you improve your business development services in terms of export?

Pharmacovigilance has a globally accepted way of functioning and rules; however, there are still activities that must be carried out, mandated by local regulations issued by local authorities of each specific country and are in the native language of the region. In this context, we established a strong network of partners in order to meet local requirements in different countries. We also expanded our staff with pharmacists who work internationally and speak different languages. We carry out the main processes with our internal team and follow the guidance of our local partners to meet the requirements of local regulations. Even though it was quite a challenging process to establish and manage such a network, as Turkish pharmaceutical companies are leaning more and more towards export, we also switched our route in this direction and increased the number of countries and customers we work with, in a short period of time. Since vigilance processes involve a large number of technical details and greatly vary between countries, we recommend exporting companies to consult us if the need arises. Indeed, We provide guidance and walk our clients through these technicalities to help them figure out what they need and provide them the service accordingly.

What countries are you operating in other than Turkey?

We proceeded, knowing that Turkey's biggest advantage, its geographical location allows us to get a better understanding on the culture and the approach of the countries surrounding us as well as to give us the



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opportunity to effectively collaborate. We are currently active in all of European, CIS (Commonwealth of Independent States), Central, North and South African countries, Russia and neighboring countries, and some Latin American countries. We also have an active partner network in other regions and countries, and are capable of starting a new project in case of customer demand.

What are the major distinguishing aspects of DeltaPV?

DeltaPV has a young and dynamic team that can quickly adapt to change, is highly open to development, and always works towards improving the business. Besides, our company has a large portfolio consisting of a wide variety of customers in terms of structure. This provides DeltaPV with a good understanding of not only pharmaceutical companies with an original product, but also a wide spectrum of large and small generic companies, exporting companies, and companies selling cosmetics, medical devices and nutritional supplements in addition to biotechnological, biosimilar products or pharmaceuticals. We believe that it is this diversity that makes us achieve customer satisfaction.