ROUND INFINITY

FOR PHARMA SAFETY, QUALITY, MEDICAL AND REGULATORY TEAMS

Move your pharma operations to agentic.

AI agents capture every safety signal, prepare every investigation and track every regulatory clock. Qualified people make every regulated decision.

01	**40% faster PV cycle time**	02	**33% faster document QC**	03	**100% decision audit trail**



From manual to agentic.

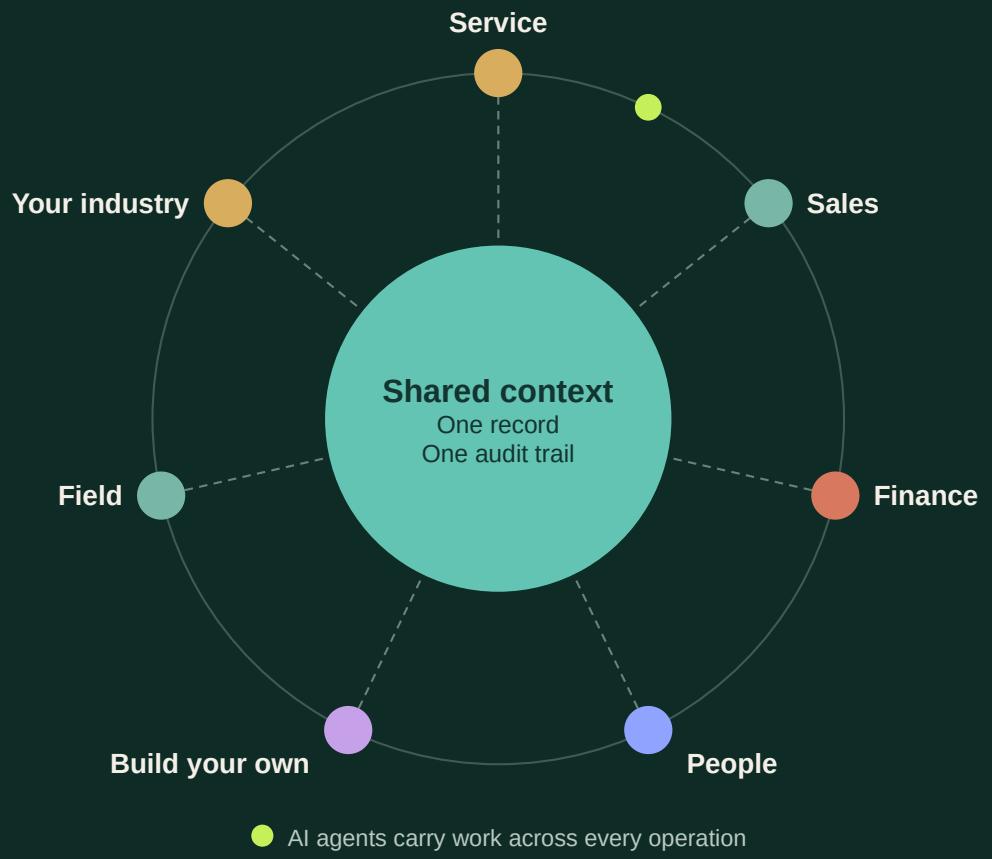
TODAY		WITH ROUND INFINITY
Side effects missed in calls and emails	→	Possible adverse events found in every channel and made cases
Reporting clocks tracked in spreadsheets	→	Day 0 and each market's due date set automatically
Complaints and deviations handled in silos	→	One call opens the complaint, safety case and deviation
Dossiers checked by hand before submission	→	Missing or expired documents flagged for each market



Every operation on one shared context.

Your industry's workflows and your core operations run on one shared context. An agent that picks up a task sees every customer, case, contract and payment it touches, and acts across your systems.

One record	Customers, documents and decisions stay connected.
One audit trail	Every action, by an agent or a person, is recorded.
AI agents that act	They prepare, decide within limits and hand off.
People in control	Approvals sit where judgment matters.



One product journey, end to end.

Five steps. Pack apps hold the work, AI agents do it, people decide, and a Round Infinity use case completes each step.

01 CAPTURE

Capture every inquiry, event and complaint

AI AGENT

Field Medical

Answers HCP inquiries and routes safety signals.

APP Medical Inquiry Center

PEOPLE Medical information reviews responses.

USE CASE **Service**

02 CODE

Code adverse events and meet Day 0

AI AGENT

Pharmacovigilance

Extracts and codes events and starts the reporting clock.

APP Safety Case Management

PEOPLE Safety physicians assess causality.

USE CASE **Legal Operations**

03 INVESTIGATE

Investigate complaints and run CAPA

AI AGENT

Product Complaint · Quality & CAPA

Links complaints to batches and drafts investigations.

APP Complaints · Quality & CAPA

PEOPLE QA approves CAPA.

USE CASE **Procurement**

04 SUPPLY

Resolve supply exceptions before patients feel them

AI AGENT

Supply Exception

Checks stability, stock and alternatives for each exception.

APP Supply Exception Desk

PEOPLE Supply chain decides the fix.

USE CASE **PO to Cash**

05 SUBMIT

Prepare submissions with nothing missing

AI AGENT

Regulatory Submission

Builds checklists and tracks every document.

APP Submission Tracker

PEOPLE Regulatory affairs submits.

USE CASE **Build Your Own**

04 CODE

Every case, coded on Day 0.

The Pharmacovigilance agent validates, codes and drafts each case. A medical reviewer assesses causality.

- Four minimum criteria
- Coded events and drugs
- Seriousness proposal
- Market due dates
- Draft narrative

POWERED BY

PHARMA PACK Safety Cases · PV agent

+ USE CASE Legal Operations

PREPARED BY AI AGENT *Illustrative*

Case PV-2026-04418

Source: medical inquiry call · Day 0 today

CRITERIA	Patient, reporter, drug and event present
CODING	MedDRA event and WHO-DD drug coded
SERIOUSNESS	Proposed non-serious · reviewer confirms
DUE DATES	Set for each market from Day 0

FOR MEDICAL REVIEW

Narrative drafted · duplicate check clear

Medical reviewer assesses causality

Six of ten pharma agents. Each with a partner.

AGENT 01

Pharmacovigilance

Finds possible AEs, codes them, sets clocks; never downgrades seriousness.

+ Legal Operations

AGENT 02

Medical Information

Answers on-label from approved responses; routes the rest.

+ Service

AGENT 03

Product Complaint

Captures batch and evidence, checks for hidden AEs, spots clusters.

+ Service

AGENT 04

Quality & CAPA

Structures deviations and drafts CAPA; QA approves every decision.

+ Procurement

AGENT 05

Regulatory Submission

Builds market checklists, flags gaps, drafts authority responses.

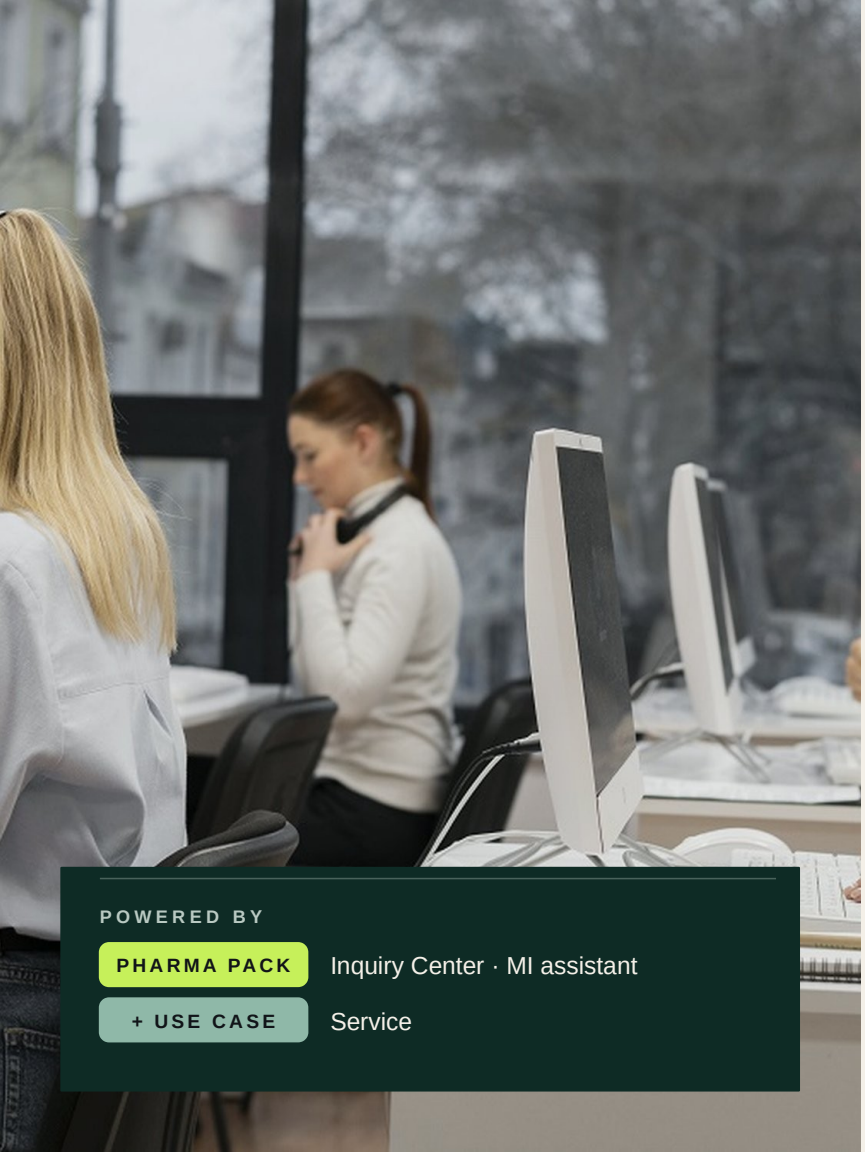
+ Legal Operations

AGENT 06

Supply Exception

Reads excursion alarms, checks stability, requests QA decisions.

+ PO to Cash



POWERED BY

PHARMA PACK — Inquiry Center · MI assistant

+ USE CASE — Service

06 CAPTURE

One call, every route opened.

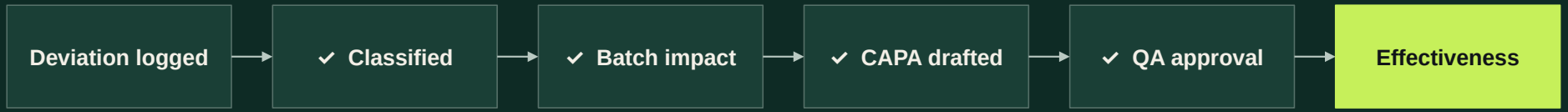
A single enquiry can open a complaint, a safety case and a deviation together, each on its own clock.

ACTIVITY · INQUIRY MI-88213 *Illustrative*

10:12	HCP	Called: tablets crumbling, patient felt dizzy
10:12	AGENT	Identified a product complaint and possible AE
10:13	AGENT	Opened safety case · Day 0 set
10:13	AGENT	Opened complaint · batch B-2245 captured
10:14	AGENT	Third complaint on this batch · cluster flagged
10:30	QA	Opened deviation · retained samples requested
11:05	REVIEWER	Medical review started on the safety case

07 INVESTIGATE & SUBMIT

Agents prepare. Qualified people decide.



Investigate

Deviations from the plant app, email or out-of-specification results are structured and classified against your SOPs. Batch impact and repeat failures are flagged and CAPA options drafted.

POWERED BY

PHARMA PACK Quality & CAPA · Quality agent

+ USE CASE Procurement

Submit

Each market's checklist is built from the CTD structure, missing or expired documents are flagged, and authority queries are drafted from source. The regulatory lead submits.

POWERED BY

PHARMA PACK Submission Tracker · Regulatory agent

+ USE CASE Legal Operations

Core applications, built for regulated work.

Safety Case Management
Seriousness, coding and each market's clock

Medical Inquiry Center
HCP and patient questions, approved answers

Product Complaint Handling
Batch, samples, evidence, investigation

Quality Events & CAPA
Deviations, CAPA and effectiveness by plant

Submission Tracker
Dossiers, variations, renewals, queries

Supply Exception Desk
Cold chain, shortages, release delays

SOP Harmonisation
Merged SOPs, differences, harmonised drafts

Reviewer Workspace
Medical, quality, regulatory review, e-sign



Use cases that complete the picture.

All sixteen run on the same record, users and audit trail as the Pharma pack.

● In the Pharma pack

FINANCE

Accounts Payable
80% faster invoice processing

● Procurement
Supplier and material quality issues.

Accounts Receivable
Lower DSO, more cash collected

● Financial Close
Synergy actuals and audit evidence.

● PO to Cash
Customer orders, shortages and deliveries.

Travel & Expense
Policy enforced before money leaves

CUSTOMERS & REVENUE

● Service
Patient, HCP and partner contacts on every channel.

Appointment Scheduling
Fuller calendars, fewer no-shows

Field Service
Higher first-time fix, billed on site

Prospecting
Faster response to buying intent

● Sales Execution
Account and tender pipelines tracked.

Online & In-Store Sales
More sales recovered, promises kept

PEOPLE & CONTROL

● Recruitment
Safety, quality and medical staff hired.

KYC & Onboarding
Faster onboarding, the right controls

● Legal Operations
Safety agreements, licences and partner contracts.

PLATFORM

● Build Your Own
Market-specific regulated workflows.

START WHERE IT HURTS

Pick the operation with the most delay, manual effort, customer friction, control risk or cash impact. Finish it end to end, then add the next.

Tracked from request to done.

WORKFLOWS

Adverse event to submission	Intake, coding, review, safety database
Medical inquiry triage	On-label, off-label, safety or quality
Complaint to CAPA	Investigation, root cause, effectiveness
Cross-agent handoff	One call opens every route
Cold-chain excursion	Stability, quarantine, communication
Acquisition integration	Stabilise, harmonise, realise synergies

DASHBOARDS



Compliance clock

Cases and submissions vs deadlines



Quality across plants

Deviations and CAPA by site



Complaint and inquiry trends

By product, batch, market

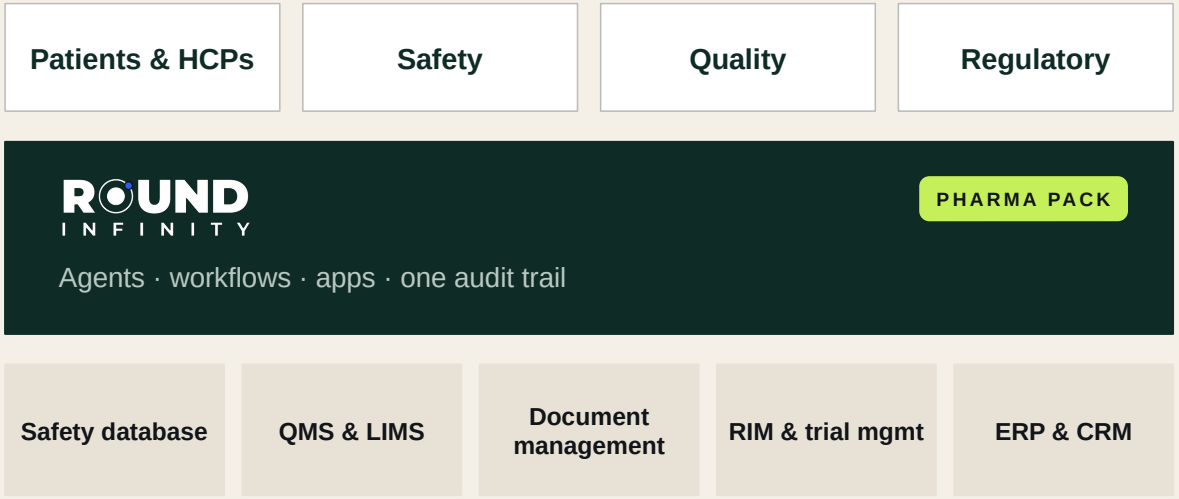


Agent performance

Volumes, confidence, review outcomes

Works alongside your validated systems.

Validated case records stay in your safety database. Round Infinity runs intake, triage, medical information, complaints and CAPA around them.



Your systems of record stay where they are

INCLUDED WITH EVERY SUBSCRIPTION

- AI Execution Engine
- AI Agent Builder
- Workflow Automation
- Customer 360
- Apps & Portals
- Integrations & APIs

Price the full journey, not just the pack.

Platform

Named users and the core platform

+

Pharmaceuticals pack

Apps, agents, workflows and dashboards above

+

Use cases

Service · Legal Operations · Procurement · Sales Execution

+

Usage

AI, voice and messaging — pay as you use

One platform, one data model, one user set, one audit trail. The pack and your use cases share all of it.

Price your operation → roundinfinity.com/pricing

ROUND INFINITY

NEXT STEP

See it run on your safety and quality queue.

01	**Walkthrough**	Map PV, complaints, quality and submissions
02	**Demo**	See one call open every route
03	**Quote**	Platform, pack and usage — sized to you

Book a demo →

roundinfinity.com

Round Infinity, Inc.