



Life Sciences & Healthcare Integrations

Accelerate Outcomes with Deep Expertise in Pharmaceutical, Biotech, and Healthcare

Life sciences and healthcare organizations operate under a unique set of demands that no other industry faces in combination: the speed of drug development, the precision of manufacturing, the complexity of commercialization, the weight of regulatory compliance, and the human stakes of patient outcomes. Every process — from clinical data management to supply chain to patient support — depends on accurate, timely, and compliant data flowing seamlessly across a deeply interconnected ecosystem of internal systems, partners, and regulators.

OSI Digital brings hands-on integration expertise built from years of working inside this industry. We understand the business processes that drive pharmaceutical and healthcare operations — how a drug moves from clinical development into commercial launch, how supply chains are structured to meet serialization and cold chain requirements, how patient support programs are operationalized, and how commercial teams manage the data flows that connect sales, marketing, market access, and distribution. That process-level understanding is what allows us to build integrations that hold up in production — not just in a proof of concept.

Our practice is built on Boomi's enterprise integration platform, extended with OSI's life sciences accelerators, pre-built workflow patterns for pharma and healthcare-specific processes, and a monitoring framework designed for regulated, high-availability environments. We have delivered integrations for organizations ranging from clinical-stage biotechs launching their first commercial product to large global pharmaceutical companies managing complex, multi-system enterprise landscapes.

Pharmaceutical & Biotech: From Pipeline to Patient

The pharmaceutical and biotech value chain is long, complex, and high-stakes at every stage. A clinical-stage company preparing for its first commercial launch faces a fundamentally different integration challenge than an established large pharma managing a broad portfolio across global markets — but both share the same underlying requirement: data must flow accurately, completely, and in compliance with the regulatory environment, across every system and partner involved.



Integrate the Pharma Value Chain End-to-End for Seamless Operations

From drug development through patient delivery, every stage generates integration requirements we are equipped to address:

01

Clinical & R&D

- › Clinical trial data management
- › Regulatory submission workflows
- › Research & lab system integration

02

Manufacturing & Supply Chain

- › ERP & MES connectivity
- › Serialization & track and trace
- › 3PL and distributor integration

03

Commercial Launch

- › CRM & master data management
- › Market access & payer workflows
- › Specialty pharmacy connectivity

04

Patient & Provider Engagement

- › Patient support program data flows
- › HCP engagement & sampling
- › Adverse event & safety reporting

Vertical Expertise:

- › **Clinical-stage to commercial readiness**
we understand the unique integration demands of organizations making the transition from clinical to commercial operations — building the data infrastructure for order management, distribution, patient access, and financial reporting from the ground up, on timelines that align with regulatory approvals and launch milestones.
- › **ERP and manufacturing system integration**
connecting enterprise resource planning platforms with manufacturing execution systems, quality management systems, and laboratory information systems to ensure production data, batch records, and quality release workflows flow without gaps or manual intervention.
- › **Supply chain and distribution network integration**
integrating with third-party logistics providers, wholesale distributors, specialty pharmacies, and hub service organizations — managing order flows, inventory visibility, serialization compliance, and returns processing across the full distribution network.
- › **Serialization and track-and-trace compliance**
connecting serialization platforms with ERP, warehouse management, and trading partner systems to meet regulatory requirements for product traceability throughout the supply chain, without disrupting manufacturing throughput.
- › **Commercial data and master data management**
ensuring that product, customer, and territory data is consistent, governed, and synchronized across CRM, ERP, incentive compensation, and analytics platforms — the data foundation that commercial organizations depend on to operate and report accurately.
- › **Market access and payer connectivity**
integrating contract management, gross-to-net calculation, and rebate processing workflows with payer and government reporting systems — ensuring financial accuracy and compliance in an environment where errors carry significant liability.



› **Patient support program operations**

connecting hub service providers, specialty pharmacies, financial assistance programs, and patient communication platforms — ensuring that the data flows supporting patient access to therapy are timely, accurate, and auditable.

› **Pharmacovigilance and safety reporting**

integrating adverse event intake, case management, and regulatory reporting workflows to ensure that safety data is captured, processed, and submitted within required timelines — in a compliance environment where latency is not acceptable.

Healthcare & Medical Devices: Precision in Every Data Flow

Healthcare and medical device organizations operate at the intersection of clinical precision and supply chain complexity. Whether managing the distribution of orthobiologics, surgical implants, or capital equipment, these organizations depend on integration to connect their commercial, clinical, and operational data flows in ways that directly affect both patient safety and business performance.

OSI Digital has built deep expertise in the data flows that drive healthcare and medical device operations — from order management and inventory tracking through clinical and field service workflows. We understand how device companies go to market, how hospital and IDN procurement processes work, and how the data requirements of a regulated medical product environment differ from those of a general commercial business.

› **Order management and hospital procurement integration**

Connecting commercial order management systems with hospital and IDN procurement platforms, GPO contract systems, and field-based inventory management tools — ensuring order accuracy, contract compliance, and real-time inventory visibility across the distribution network.

› **Field inventory and consignment management**

Integrating field inventory tracking with ERP and warehouse management systems to maintain accurate visibility into consignment stock, loaner sets, and implant usage at the point of care — eliminating manual reconciliation and reducing revenue leakage from unrecorded usage.

› **Clinical and surgical workflow data integration**

Connecting operating room and surgical scheduling systems with inventory, implant tracking, and billing workflows — ensuring that product usage data captured at the point of implant flows accurately into downstream financial and regulatory reporting.

› **Regulatory and quality system integration**

Connecting complaint management, corrective action, and device vigilance systems with regulatory reporting workflows and ERP — ensuring that quality events are captured, processed, and escalated in compliance with applicable regulatory requirements.

› **Healthcare provider and GPO connectivity**

Managing data exchange with healthcare providers, group purchasing organizations, and integrated delivery networks — including contract pricing, utilization reporting, and administrative fee calculation workflows.

› **Post-market surveillance and outcomes data**

Integrating clinical registry data, post-market study platforms, and real-world evidence sources with internal data systems to support continuous product monitoring, outcomes reporting, and regulatory submissions.



HIPAA, HL7, and FHIR: Built for a Regulated Data Environment

Healthcare and life sciences integration carries a compliance burden that does not exist in any other industry. Patient data is protected health information. Clinical data must be audit-ready. Regulatory submissions are time-bound. And the systems that exchange this data must do so using standards — HL7, FHIR, and others — that are specific to the industry and unforgiving of implementation errors. OSI Digital designs integrations with these requirements as a first-class concern, not an afterthought.

> **HIPAA-compliant integration design**

every integration that touches protected health information (PHI) is designed and documented to meet HIPAA requirements. This includes data encryption in transit and at rest, access control and authentication governance, audit logging for all PHI-related transactions, and data handling practices aligned with HIPAA's Privacy and Security Rules. Compliance is designed in from the start — not retrofitted after go-live.

> **HL7 messaging integration**

OSI Digital has deep experience implementing HL7 v2.x message-based integrations across a range of clinical and administrative workflows. This includes ADT (admission, discharge, transfer) events, clinical order and result messaging, patient demographic synchronization, eligibility and benefit inquiry transactions, claims and remittance workflows, and prior authorization processing. We translate, route, and transform HL7 message traffic between clinical systems, payers, and operational platforms reliably and at scale.

> **FHIR-based interoperability**

as the healthcare industry transitions toward modern, API-based data exchange, FHIR (Fast Healthcare Interoperability Resources) has become the standard for patient and clinical data interoperability. OSI Digital implements FHIR R4-compliant integrations that enable secure, structured exchange of clinical resources — including Patient, Observation, MedicationRequest, Claim, and Coverage resources — across EHR systems, payer platforms, patient-facing applications, and regulatory systems. We support both FHIR RESTful API integrations and FHIR-based bulk data access patterns for population health and reporting use cases.

> **HL7-to-FHIR transformation and migration support**

many healthcare organizations operate environments where legacy HL7 v2.x systems must coexist with modern FHIR-based platforms. OSI Digital bridges this gap — building translation layers that convert HL7 v2.x message traffic into FHIR resources and vice versa, enabling organizations to modernize incrementally without disrupting existing clinical workflows or trading partner connections.



Trusted by Leading Life Sciences Organizations

OSI Digital has delivered integration programs for some of the most recognized names in pharmaceutical, biotech, and healthcare — spanning clinical-stage organizations building their commercial infrastructure for the first time to large global enterprises managing complex, multi-system landscapes.

AbbVie

For one of the world's leading research-based pharmaceutical companies, OSI Digital delivered integrations spanning: transaction-based discount eligibility and rebate calculation, physician sampling program automation, order management across distribution channels, master data management for products and healthcare providers, customer master data governance, market access and contract management workflows, and enterprise reporting — connecting a complex, multi-system commercial landscape into a unified and governed data environment.

Ionis Pharmaceuticals

Integration support for a pioneering RNA-targeted drug discovery organization — connecting clinical, regulatory, and commercial data systems across a growing pipeline.

Syndax Pharmaceuticals

For one of the world's leading research-based pharmaceutical companies, OSI Digital delivered integrations spanning: transaction-based discount eligibility and rebate calculation, physician sampling program automation, order management across distribution channels, master data management for products and healthcare providers, customer master data governance, market access and contract management workflows, and enterprise reporting — connecting a complex, multi-system commercial landscape into a unified and governed data environment.

Xtant Medical

Integration across order management, field inventory, and regulatory workflows for a medical technology company specializing in orthobiologics and surgical implants.

Syndax Pharmaceuticals

Enterprise integration across commercial and supply chain operations for a global leader in mRNA medicine — connecting manufacturing, distribution, and commercial data flows at scale.



Why OSI Digital

- › **We understand the life sciences business, not just the technology**
our consultants have worked inside pharmaceutical, biotech, and healthcare organizations — we know how these businesses operate, what compliance means in practice, and where integration failures create the most risk.
- › **Launch readiness and commercial infrastructure**
we have built commercial launch integration programs for clinical-stage organizations with no prior commercial infrastructure — and we understand the pace, the pressure, and the precision that launch timelines require.
- › **Life sciences accelerators on Boomi**
pre-built integration patterns and workflow templates for common pharmaceutical and healthcare scenarios, reducing implementation timelines and eliminating from-scratch development risk.
- › **Flexible engagement models**
advisory, full implementation, managed services, or Integration-as-a-Service — OSI structures engagements around your team, your compliance requirements, and your operating model.
- › **Process-first integration design**
we design integrations around how your business operates and how your regulatory environment requires it to be documented — not around what a connector supports out of the box.
- › **Compliance-aware by design**
integrations that touch regulated data — batch records, adverse events, serialization, patient information — are designed with validation, audit trail, and data integrity requirements built in from the start.
- › **Proactive monitoring and exception management**
OSI's proprietary monitoring framework provides real-time visibility across every integration in your landscape — with exception alerting, SLA tracking, and structured incident triage built in.
- › **Backed by OSI's Global Boomi Practice**
120+ certified Boomi consultants, 575+ implementations, 350+ client engagements across industries, and Southeast Asia Partner of the Year (FY25).



Our Integration Capabilities at a Glance

Pharmaceutical & Biotech

- › Clinical-to-commercial infrastructure buildout
- › Supply chain & distribution network connectivity
- › Master data & commercial data management
- › Patient support program data flows
- › ERP, MES & quality system integration
- › Serialization & track-and-trace compliance
- › Market access, payer & gross-to-net workflows
- › Pharmacovigilance & safety reporting

Healthcare & Medical Devices

- › Order management & hospital procurement integration
- › Field inventory & consignment management
- › Surgical workflow & implant usage data integration
- › Regulatory & quality system connectivity
- › GPO & healthcare provider data exchange
- › Post-market surveillance & outcomes data
- › Contract pricing & utilization reporting



Let's Get Started

Contact our sales team at 818.992.2700 to learn more about our solutions





OSI Digital



About OSI Digital

OSI Digital, Inc., provides purpose-built business and technology solutions that optimize performance to enable data-driven outcomes for our customers. OSI accelerates digital transformation by offering integrated solutions that capture, secure, integrate, analyze, and optimize data. Our services include the design, development, and implementation of new solutions as well as the ongoing management, enhancement, and support of our customers' existing business systems.

OSI Digital was founded in 1993, in California and has since expanded to a global team of employees worldwide. We have offices in the US, Canada, India, Philippines, Dubai, Australia, Malaysia, UK and Ireland. Our main offshore delivery center of excellence is located at our state-of-the-art campus in Hyderabad, India, with additional locations in Chennai, Delhi, and Bangalore. For over 30 years and counting, we have supported a diverse portfolio of customers across various industries, including: Software & Business Services, Financial Services, Life Sciences & Healthcare, Manufacturing, Energy, Retail, Agriculture, and the Public Sector.

Our client base ranges from start-ups to Fortune 500 corporations, including: Hyundai AutoEver America, Hyundai Capital America, Moderna, Virgin Galactic, Uni Uni, Jones Logistics, Stanley, Skechers, US News & World Report, and World Oil.

OSI Digital has developed strong partner alliances with the world's leading technology providers such as Oracle NetSuite, Boomi, Salesforce, Tableau, Power BI, Databricks, Microsoft, Amazon Web Services, Snowflake, Workato and Celigo.

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