

NEWSLETTER



MANAGING NMVS ALERTS

The scanning activity has increased while alerts decreased: in week 50 there were 0.44 % alerts out of 5.957.890 transactions.

OSMR uses **an alert management software** which provides **an automated solution for alert handling** which is designed to optimize the procedure along with response times.

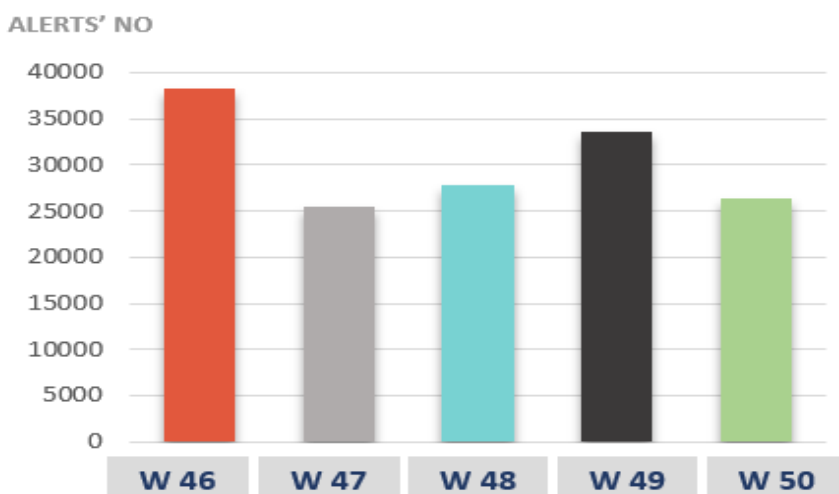
Through this application, alert data is constantly analyzed in order to increase the accuracy of the automated alert resolution process.

The experience of working with alerts allowed specialists to implement ways to automatically identify known issues and formulate relevant assumptions as first resolutions.

As a final step, **the software sends automated reports to End Users**, enabling them to quickly understand and fix the identified technical issues.

Another **essential element of the software is the status overview it provides on all existing L5 alerts**, enabling OSMR to offer rapid answers to queries coming from the National Competent Authorities (NCAs).

The result can already be seen in the decreasing number of alerts from the last weeks:



NATIONAL MEDICINES VERIFICATION SYSTEM – NMVS

As NMVS interfaces are used by software suppliers to connect the software used by the End Users to the NMVS, it is of the utmost importance for the **software suppliers to upgrade their software (using the interface version v3) as soon as possible.**

Wishing you a wonderful holiday season and warm wishes from the entire team at OSMR!

