







#marketing17



Users' information need journey as seen online











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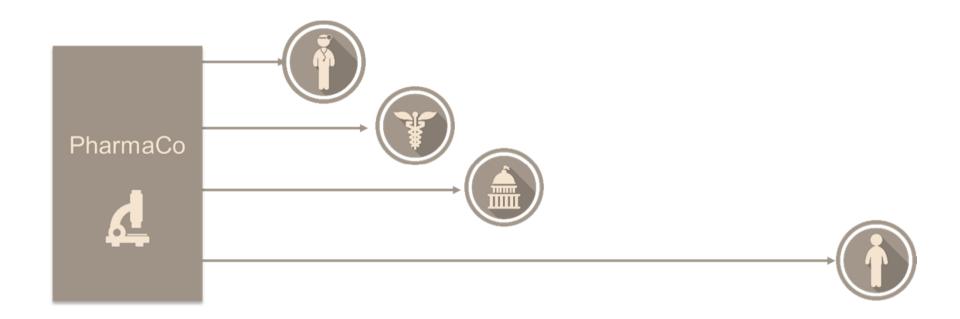
PHARMA •

- Transform available online conversations into company knowledge
- Make real-time HCPs and patients and expectations available to all the company
- Spread a culture where digital channels are commonly followed and understood, as physical channels are



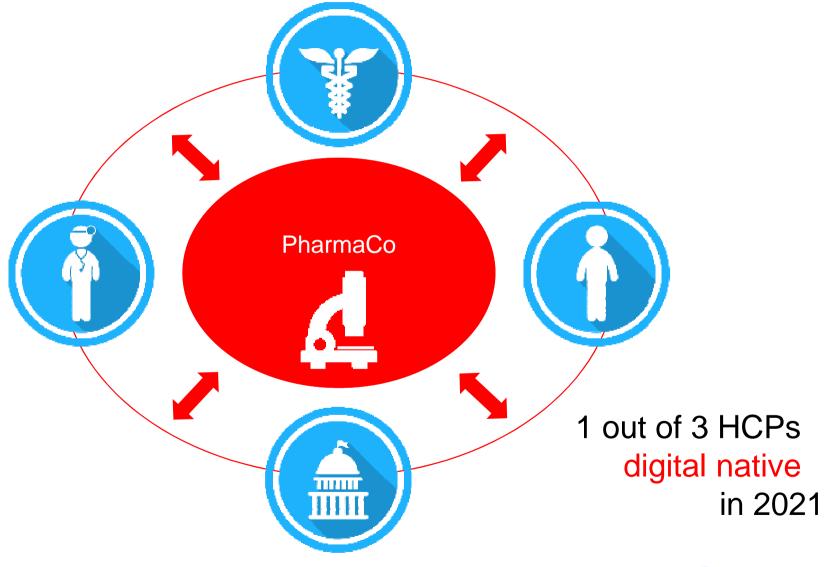






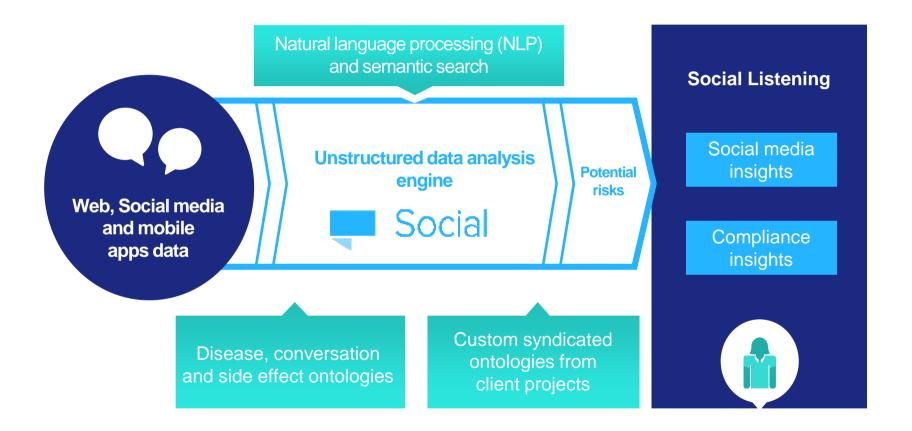












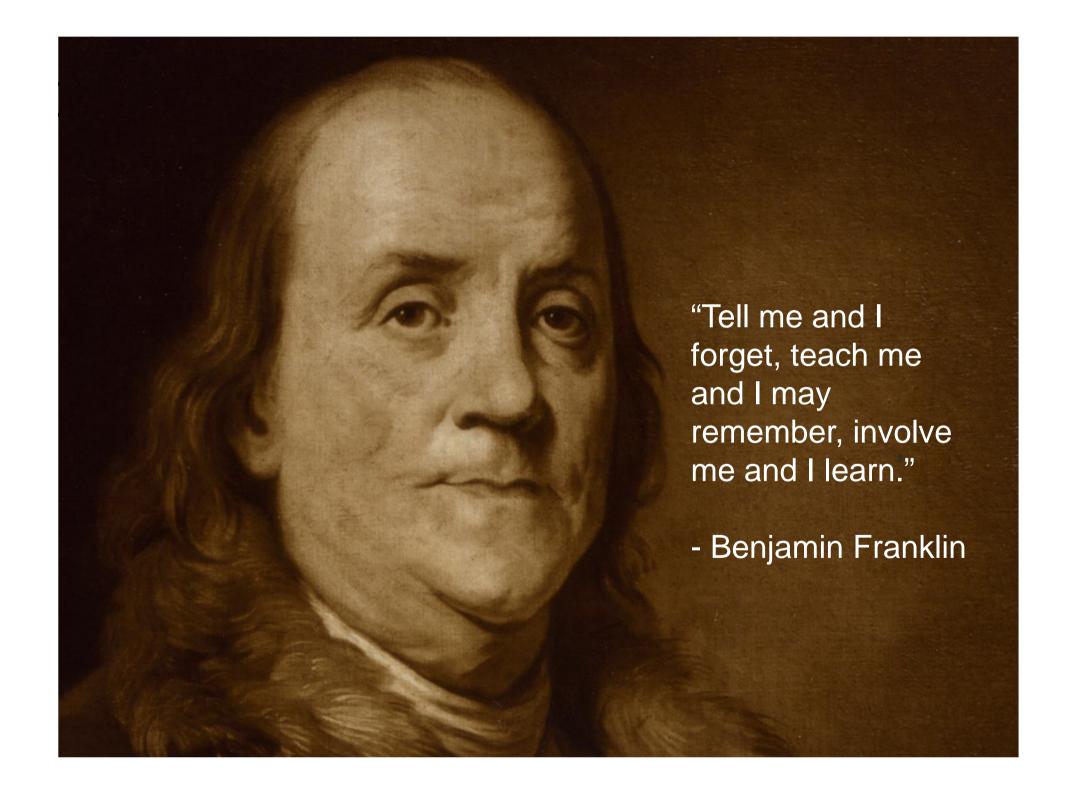




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Drug Switches		Reasons for Switches		
		Inefficacy	Side effects	Not specified
6 Brand B	Brand A	I	×	3
3 Brand B	Others	×	M	I 2
3 Brand C	Brand B	<u>M</u> 1	×	2
3 Brand D	Brand B	×	I	×
3 Brand C	Others	2	1	×
2 Brand B	Brand C	1	1	×
2 Brand B	Brand D	1	1	×
2 Brand C	Brand A	2	×	×
2 Brand D	Brand E		×	2
2 Others	Brand A	V	M 1	×

Source: QuintilesIMS-Nexxus Social analysis Confidential. For discussion purposes only.





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Grazie!

Alberto Catelani alberto.catelani@quintilesims.com

@djingalbert

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