phluence™

The Shortest Distance Between
Pharma & Patient

Create the Next Generation of Automated, Frictionless Patient Support

WHO WE ARE:

Phluence™ (formerly Lifelink Systems) is an advanced agentic workflow management platform designed to virtualize patient and HCP engagement.

THE PROBLEM:

Pharmaceutical companies face increasing pricing pressures and evolving regulatory requirements. Legacy patient services models, which incorporate FTE-based call centers, emails, and numerous physician apps and portals, are complicated and costly. As this administrative burden escalates the cost of U.S. healthcare, the need for agile and cost-effective patient engagement models continues to grow.

THE PLATFORM:

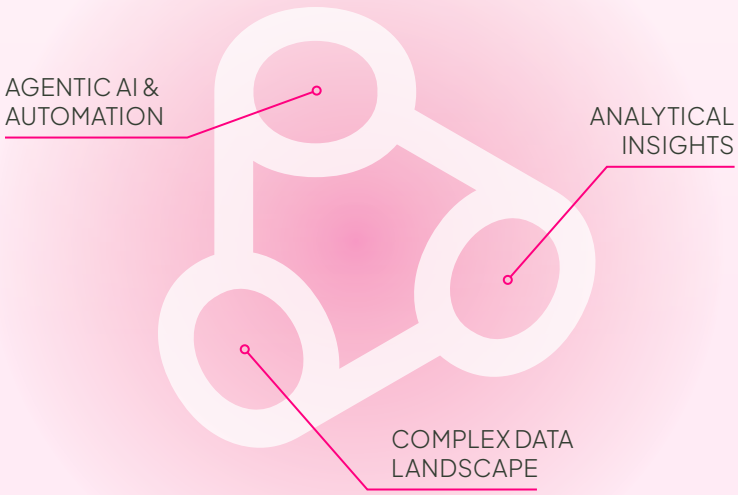
Phluence delivers a new class of patient experience by combining market access and patient services expertise with advanced technology. This technology involves three interacting layers — AI agents, robust data analytics, and multiple complex data sources — from which specific solutions are assembled to execute patient services functions. The result is a tech-first system that excels at managing complex workflows, 24 hours a day, 7 days a week, without increasing the human footprint of a manufacturer's patient services operation.

THE SOLUTIONS:

Although an unlimited number of solutions can be built using the Phluence platform, they fall into three categories:

- **Patient Engagement Solutions**
  Simplify how patients gain support and streamline their prescription management.
- **Intelligent Workflow**
  Orchestrate agentic case management and decision support across Market Access HQ, hub, field, and HCP operations at scale.
- **Revenue Conversion Solutions**
  Empower manufacturers to preserve revenue by optimizing gross-to-net.

The Phluence™ Platform Brings Together Powerful Technology Plus Trusted Industry Insights



Contact us today to learn more about our platform and how we can automate complex access workflows and shorten the distance between pharma and patient. info@phluence.com