



# eCLINICAL SUPPORT SERVICES

## Make the most of your eClinical technology investments

To reduce costs and accelerate the process of bringing new drugs to market, pharmaceutical companies are turning to eClinical technology. Getting the most out of an eClinical approach requires careful deployment of the technology, support of systems and users in the field, and recovering equipment at the conclusion of the study. Because these studies involve a large number of sites and locations, time zones and languages, the challenges can be significant.

At Stefanini TechTeam, we offer a full portfolio of eClinical support services: multilingual service desk, site assessment, equipment configuration and deployment, connectivity provisioning, training, and user management.

### PREPARED TO DELIVER VALUE TO YOUR BUSINESS

#### Proven ITO and BPO Services

Specialty: Integrated solution for business services including review and redesign of processes for drug development contact centers with programs to support patients, and customer loyalty campaigns.

#### Experience Supporting over 200 Life Sciences Professionals

Specialty: Highly knowledgeable and experienced team focused on business processes and industry compliance standards with experience supporting pharmacists, nurses, physiotherapists, biomedical specialist, nutritionists, and drug development support technicians.

#### Dedicated Life Sciences Management Team

Specialty: Experts in drug development support, industry-specific sales and marketing support, and pharmaceutical application development support.



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### OUR SUPPORT SERVICES

- Study Initiation
- Site Assessments
- Deployment
- Multilingual Support
- User Management Services
- Training

### YOUR BUSINESS NEEDS

- End-user satisfaction
- Uniform support across many locations, time zones, and languages
- Hardware and software deployment to clinical sites
- Regulatory compliance
- A scalable approach
- A cost-effective operation

*"Stefanini TechTeam has a deep understanding of the eClinical environment, and we are proud that our services help our pharmaceutical partners bring life-enhancing treatments to market."*

*Tami Schultz, Vice President of Business Development, Stefanini TechTeam*



## OUR SOLUTION

Stefanini TechTeam's eClinical services cover the critical aspects of conducting eClinical trials:

### Study Initiation

We collaborate closely with customers prior to the launch phase to determine the most important requirements of the service desk and proactively identify:

- Communication channels such as phone, web submits, email, and chat
- Required languages
- Training needs
- Potential process changes and appropriate response actions
- Change management review expectations

### Site Assessments

Stefanini TechTeam assesses sites to establish equipment needs, using automated tools and a client-approved checklist. Then we determine the most efficient way to connect participants to your eClinical software.

### Deployment and Connectivity

We provide equipment configuration using a client-validated software image. Equipment is deployed globally and tracked in our asset management tool so it can be upgraded when necessary, and recalled or retired at the end of the trial. If needed, we also guide sites to set up internet connectivity and make arrangements with local telecom providers.

### Multilingual Service Desk

Stefanini TechTeam provides 24x7x365 support services in 32 languages to eClinical end users globally, including patients using ePro devices, investigative site personnel and study teams using EDC and other clinical applications. This includes technical support as well as service requests related to user accounts.

## User Management Services

Stefanini TechTeam provides fully automated user management services throughout the trial. This includes management of all user accounts, welcome information and passwords for users, and adherence to the processes defined by your Standard Operating Procedure (SOP) guide.

## Training

Training is offered;

- **On-site** – Our staff members – all pharma-regulatory compliant and with extensive experience in trial support – travel to train users, provide materials, and obtain documents such as attendance logs.
- **By web conference** – Our trainers hold web conferences so participants from multiple locations can attend.

## FEATURES

Our single-point-of-contact (SPOC) methodology coordinates all eClinical support services and allows you to focus on gathering qualitative data while lowering the overall cost of support.

- Customized support from a wide portfolio of services
- Expanded coverage to 24x7x365 as shared or dedicated services
- Multilingual support in 32 languages
- Complete management of the telecom infrastructure, including toll-free numbers and calling cards
- Software independent; experience with all major platforms
- Multichannel support; phone, email, fax, web
- Specialized support analysts certified in regulatory compliance
- Customizable reports

## BENEFITS

### Increased user satisfaction

- Native language support for patients, investigators, site personnel and monitors
- End-to-end follow up on support requests
- ISO 9001:2008 accredited procedures, aligned with the best practices of ITIL

### Expertise in clinical trial support

- More than nine years experience supporting eClinical trials (Phase I to IV) and ePro devices
- Library of proven SOPs to minimize launch timelines
- Global expertise in hardware shipments and custom requirements
- Compliance with all applicable regulations including HIPAA and 21 CFR Part 11

### Flexibility and scalability

- Scalable offerings based on your business needs
- Support models that adapt to your organization and requirements
- Seamless interaction with all your technology vendors

### Cost control

- Multiple global delivery locations facilitate cost efficient services
- Shared resources and infrastructure minimize overhead

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