

Making the most of eClinical technology investments



EDIARY SYSTEMS

Service Desk

Multilingual Support

Dynamic Reporting Tools

CUSTOMER

Arrowhead is the company behind the most ambitious electronic patient diary (EPD) solution ever built – Streamliner EPD™.

Working in partnership with major pharmaceutical sponsors, Arrowhead has produced simple-to-use solutions for complex problems that simultaneously address patient needs, physician demands, and pharmacist concerns. Their solutions also help enhance clinical trial marketing strategies, contribute to efficiency in research and development, and alleviate regulatory concerns.

CHALLENGE

The clinical trials that Arrowhead supports for their sponsors involve thousands of patients located in North America, Europe, and Australia/New Zealand. The users involved in the trials require support in nine languages during their local business hours, 365 days per year. To make support delivery as

efficient as possible, individuals involved in the trials are provided with a single phone number to call for all EPD tool support issues.

As it is successfully acquiring new sponsors and launching new clinical trials at a fast pace, Arrowhead needed a scalable support model to fit its rapid expansion and volatile call volumes.

Arrowhead needed a partner to provide a flexible solution and sustain a “can do” attitude towards customers, with the ability to add additional language support and modify operating hours as required by their sponsors. As a large number of clinical trials are now operated in Eastern countries, it is imperative to be able to continuously offer native language service desk support.

SOLUTION

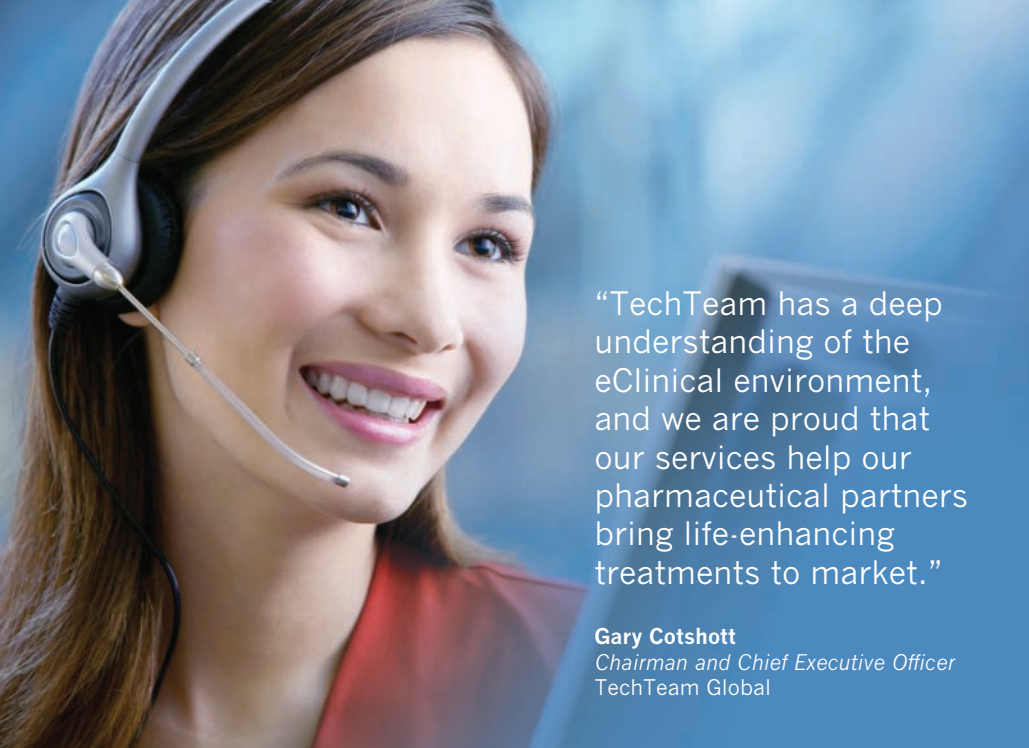
Since 2006, Arrowhead’s Streamliner Service Desk has been a part of TechTeam’s shared environment for eClinical support services.

BENEFITS

- Quality service
- 24x7x365 multilingual service desk
- Cost reduction
- Dynamic reporting
- Regulatory compliance
 - ISO 9001:2000
 - ITIL
 - HIPAA, 21 CFR part 11
 - EU Directive 95/46/EC
 - EU Directive 2002/58/EC

LANGUAGES

- Dutch
- English
- Finnish
- French
- German
- Italian
- Polish
- Romanian
- Spanish
- Swedish



“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.”

Gary Cotshott
Chairman and Chief Executive Officer
TechTeam Global

Out of three blended support locations in the US (Southfield, Michigan), Belgium (Brussels), and Romania (Bucharest), a team of highly trained and specialized analysts provide 365 day/local business hour support on the Arrowhead Streamliner EPD tool.

All TechTeam analysts complete a pharma-regulatory certification program in order to guarantee regulatory compliance, as well as quality (ISO 9001:2000, ITIL) and customer satisfaction levels.

IMPLEMENTATION

TechTeam operates the Arrowhead Streamliner Service Desk by utilizing more than nine years of experience in multilingual eClinical trial support. TechTeam manages the entire telecom

infrastructure and sets up toll-free numbers as new countries join the Streamliner Service Desk support system. Cisco Systems and Aspect ACD and IVR technology route calls to the appropriate analyst/support location using skill-based call routing.

Standard operating procedures, document templates, and training documentation are constantly reviewed by TechTeam and Arrowhead program management and are updated to reflect the latest developments in the environment.

Utilizing TechTeam-developed dynamic reporting tools, Arrowhead and TechTeam management have real-time access to support incident data reports and telecom reports.

RESULTS

Operation of the Arrowhead Streamliner Service Desk has delivered these benefits:

■ Enhanced end user satisfaction

Trial users receive support in their native language during their local business hours, Monday-Friday.

■ Flexibility and adaptability

Arrowhead is able to launch new sponsors or additional clinical trials using TechTeam-developed short launch timelines. TechTeam can take on additional sponsors with considerable variance in expected support call volumes.

■ More focus on clinical matters

TechTeam provides internal program/account management to minimize client involvement in day-to-day service desk operations. This helps the sponsor study teams focus on the results of the trial, not the technical support of it.

■ Utilization of industry-leading SOPs

Standard operating procedures are revised and adapted through TechTeam's continuous improvement process.

■ Scalability and cost control

The pricing model allows Arrowhead to directly link support costs to individual clinical trials and sponsors based upon monthly incident and deployment volumes. This results in transparent budgeting. Utilizing resources in Romania makes the entire support solution more cost effective.

TECHTEAM GLOBAL, INC is a leading provider of IT outsourcing and business process outsourcing services to large and medium businesses, as well as government organizations. Founded in 1979, TechTeam has nearly 3,000 employees across the world today, providing IT support in 32 languages. TechTeam's common stock is traded on the NASDAQ Global Market under the symbol "TEAM." For more information, call 800-522-4451 or visit www.TechTeam.com.



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