

# Making the most of eClinical technology investments



Connected . . . for Health

## EDIARY SYSTEMS

Service Desk  
Multilingual Support  
Customized Reporting

### CUSTOMER

CRF, Inc. is one of the leading global providers of eDiaries and wireless data collection solutions for the biopharmaceutical industry.

eDiary solutions and complete study management tools from CRF Inc. have been used successfully by both pharmaceutical and CRF clients worldwide.

Over 105,000 patients, from children to the elderly, have successfully used CRF's solution, completing 58 million eDiary pages at more than 5,000 sites through 55 countries in 52 languages and across 45 indications, yielding an average compliance rate of 95%.

Faced with rapid global expansion, CRF decided to find a strong partner able to provide multilingual support to patients and study personnel using their TrialMax and eDiary solutions.

### CHALLENGE

Because it's successfully acquiring new customers and launching new studies at a high pace, CRF needs a scalable support model to fit its rapid expansion and volatile call volumes.

CRF also needed a flexible solution for customers that had the ability to add languages and modify opening hours as required by customers. In the fast-changing environment of clinical trials expanding to Eastern countries, it is important to be able to continuously offer native language support.

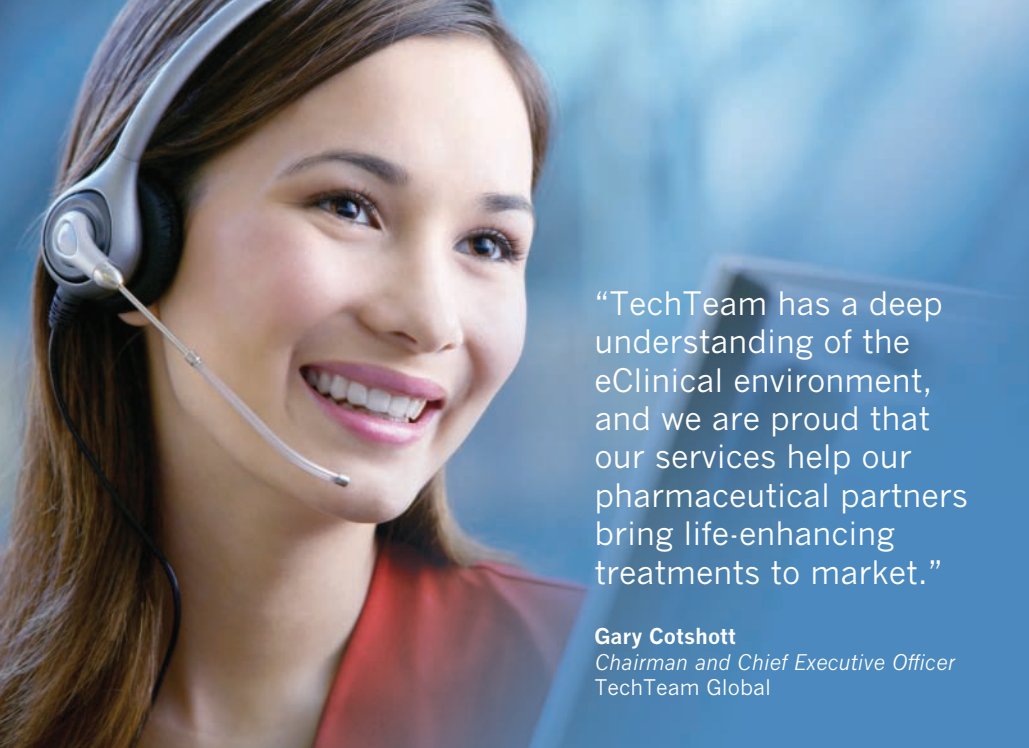
Different from other pharmaceutical service desks, patients, as well as doctors and nurses call the CRF help desk. Compliance with HIPAA and EU Directive 95/46/EC for patient privacy is critical. It's also important to communicate in a manner that maximizes the comfort level of the patients using the devices while delivering fast and efficient support.

### BENEFITS

Flexibility and adaptability  
Quality service  
Reporting and transparency  
Scalability and cost control  
Resolved 15,000 incidents/year  
More than 85% of incidents resolved at first level

### 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

## SOLUTION

CRF chose TechTeam’s eClinical service desk solution. The blended solution is based in three sites in the US (Southfield), Belgium (Brussels) and Romania (Bucharest) where a global team of highly-trained and specialized agents provide support in all native languages of the patients using CRF devices.

All TechTeam eClinical trial support agents are certified in specific pharma programs in order to maintain regulatory compliance.

TechTeam manages the telecom infrastructure and adds new toll-free numbers efficiently.

## IMPLEMENTATION

The implementation team opted for a phased approach where new trials are integrated into the TechTeam service desk. Based on the specific trial countries involved, the support team adds new languages and adapts opening hours.

Prior to each trial launch, all agents receive in-depth training on the specific trial requirements and tools, software, trial characteristics, and questionnaires.

## RESULTS

TechTeam’s eClinical trial support delivered these benefits:

### ■ Flexibility and adaptability

CRF is able to launch new trials in a shorter timeframe and meet considerable variances in call volumes. New countries are added, following the current industry trend of conducting more and more trials in Eastern Europe, Africa, and Asia.

### ■ Quality of service

Throughout the years, TechTeam has built a strong expertise in supporting CRF’s solutions and is able to constantly exceed the first level efficiency goal.

### ■ Reporting and transparency

TechTeam’s incident management tool allows logging of all incidents, questions and performance tracking. TechTeam’s developers tailored all analytical reports to the specific needs of CRF. As a result, study teams can now provide research sponsors with detailed reports on incidents raised by patients and investigators, allowing trend analysis and continuous improvement.

### ■ Scalability and cost control

The pricing model allows CRF to directly link support costs to the supported trials and the generated incident volumes, which results in transparent budgeting. Also, blending the team with “best-shore” resources in Romania makes the entire solution more cost-efficient.

**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](http://www.TechTeam.com).



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