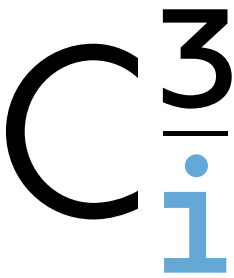




➤ Clinical Support Services



Living life sciences

Full service, multi-lingual support for worldwide clinical trials.

To manage complex studies worldwide, Life Sciences and Clinical Research Organizations (CROs) are using more advanced clinical trial applications to capture patient trial data. The global, tightly regulated and complicated clinical trial is driving the need for local language, comprehensive support for Life Sciences' firms, CROs and clinical software providers.

Why choose C3i for Clinical Support?

We support over 34,000 Life Sciences end users.

C3i's Clinical Support Solution centers on help desk support for clinical end-users of software and IT systems.

C3i's Clinical Support Services ensure that investigators, Clinical Research Coordinators (CRCs) and Clinical Research Associates (CRAs) quickly implement and conduct clinical trials while lowering your company's overall support costs. Our solution is comprised of help desk support, application administration, site assessment and connectivity assistance, hardware provisioning and end-user training.

By using C3i's Clinical Support Services,
your organization speeds the time to
complete its clinical trials.

C3i's Clinical Support Capabilities

CALL TRACKING AND KNOWLEDGE MANAGEMENT

C3i uses an enterprise-wide tracking system to log and report clinical support incidents, problems and resolutions. The help desk also leverages a knowledge management system to access answers to common issues and speed case resolution.

QUALITY ASSURANCE

By measuring leading indicators at a daily transactional level, we achieve high scores on first call resolution and customer satisfaction metrics. Our operational environment complies with regulatory requirements such as HIPPA and EU Directive/95/46/EC Compliance.

A SINGLE OPERATIONS CENTER AND TECHNOLOGY INFRASTRUCTURE

C3i provides help desk support from a single operations center to adhere to service procedures and coordinate team response. Our global resources work on a uniform technical platform that delivers reliable service and superior end-user satisfaction.

C3i's Clinical Support Services

HELP DESK SUPPORT

Speeds incident resolution while reducing support costs

- » Provides worldwide 24x7 help desk support in more than 20 languages for investigators, Site Administrators and Clinical Research Associates.
- » Offers flexible staffing models at an affordable price.

APPLICATION ADMINISTRATION

Integrates Tier 2 and help desk support to resolve incidents faster

- » Supplies real-time resets and changes to passwords, and creates and deletes user accounts.
- » Stores account activation requests, signatures and completed training records in a customized clinical call tracking system for regulatory auditing purposes.

SITE ASSESSMENT AND CONNECTIVITY ASSISTANCE

Accelerates time to site initiation

- » Assesses the technical infrastructure of investigators' sites and determines ramp-up requirements for access to clinical applications.
- » Facilitates Internet connectivity procurement for sites.

HARDWARE PROVISIONING

Maintains hardware to improve the productivity of clinical end-users

- » Develops and loads software images and ships hardware globally.
- » Offers ongoing break/fix and warranty repair.
- » Tracks assets through the life of the study.
- » Employs remote diagnosis and repair capabilities, using live chat and advanced troubleshooting tools for software incidents.

CLINICAL END-USER TRAINING

Promotes usage of clinical software

- » Delivers clinical-related software instruction live over the Internet.
- » Reviews end-user challenges identified from C3i's help desk call analysis to custom design training curriculum.

For more information about C3i's Clinical Support Solution, call us at 866.327.6234 in North America or 00.800.2341.1111 in Europe, contact us at sales@c3i-inc.com or contact your C3i Sales Director.



Living life sciences

C3i's technology and outsourcing services help life sciences organizations dramatically improve end-user effectiveness while lowering the total cost of deploying and supporting a clinical or CRM environment. Only C3i provides a complete portfolio of business consulting, systems implementation, technology training, help desk, performance optimization and workstation management services. C3i has global operations centers in the United States, India and Europe. For more information, please visit C3i's website at www.c3i-inc.com.