

At C3i, we focus on life sciences.

The world of life sciences is moving faster than ever. Today's pharmaceutical and biotechnology companies need to grow their businesses by leveraging business-focused technology solutions better than their competition. That's where C3i comes in.

Unlike other generic outsourcing providers, we focus exclusively in life sciences, offering end-to-end business and IT solutions. Our focus enables us to provide you with the industry-skilled resources you need to optimise your clinical or CRM technology with a flexible offering covering a broad array of software and applications.

Our areas of expertise include:

CRM

- » CRM Consulting and Systems Integration
- » Help Desk Support, Application Administration and Database Production
- » Workstation Management Services
- » Business Process and Technology Training Services

Clinical

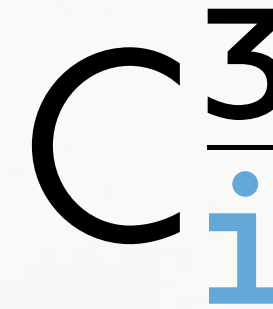
- » EDC/ePRO Help Desk Support
- » Application Administration
- » Site Assessment and Connectivity Assistance
- » Hardware Provisioning
- » Clinical End-User Training

C3i Partnerships

C3i has deep relationships with key strategic providers of Life Sciences' CRM software, enterprise applications and emerging online services. Our alliances extend to leading organisations such as:



C3i has expert resources skilled in designing, implementing, training, and supporting these business-critical applications for CRM, SFA, closed-loop marketing, and clinical.



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HARDWARE & LOGISTICS

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Denville, NJ 07834

GLOBAL OPERATION CENTRE - ASIA

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Plot 17, Software Units Layout
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GLOBAL OPERATIONS CENTRE - EUROPE

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GENERAL INQUIRIES

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Designed to enable,
train and support
today's clinical and
sales professionals.

For more information about C3i, call us at 866.327.6234 in U.S. and at 00.800.2341.1111 in Europe or send an email to sales@c3i-inc.com.

C3i. Living life sciences. 

Why C3i?

» LIFE SCIENCES SPECIALISATION

Our specialists have years of experience in the life sciences arena giving us superior insight, knowledge and familiarity with the issues you face.

» END-TO-END SOLUTIONS

Our global operations cover everything from help desk support to remote technical services to systems integration and business/technology training. All are tightly integrated, end-to-end capabilities so your life sciences organisation improves functions as diverse as clinical, sales, marketing and service while lowering total cost of ownership.

» INDUSTRY LEADER

More than half of the world's top 50 pharmaceutical companies are C3i clients relying on our services to better support clinical investigators at trial sites, to quickly inform sales forces about market opportunities, to speed marketing insights about target customers, and to more intelligently service customers.

C3i offers a portfolio of integrated services – all focused on helping you maximise the productivity of your life sciences sales force and the effectiveness of your home office personnel while lowering total cost of ownership.

CRM Solutions

» CRM SYSTEMS INTEGRATION

Deploy business-focused solutions to optimise your technology investment

Whether it's implementing software, upgrading applications or integrating systems, C3i works closely with you to ensure your technology deployment supports your business strategy. Our expertise across various CRM applications includes marketing, sales, service and analytical departments.

» END-USER SUPPORT & MANAGED SERVICES

Take sales force effectiveness to the next level

Sales forces, marketing, customer service call centers, and other CRM functional areas get more done when they see how technology supports their business processes. C3i offers help desk support, application administration, and database production and administration to support life sciences end-users in their day-to-day activities. Our industry-leading support services help your company better manage customer relationships by enhancing your CRM systems and putting to work your firm's mission critical customer data.

» BUSINESS AND TECHNOLOGY TRAINING SERVICES

Maximise end-user adoption to reap the benefits of CRM software

C3i offers new hire, rollout and reinforcement training on sales and marketing software and systems. Delivered through in-person classroom instruction, Web-based interactive workshops or self-paced online programs, C3i's educational consultants help boost technology usage and increase productivity.

» WORKSTATION MANAGEMENT SERVICES

Get the most out of your hardware investment

C3i manages the lifecycle of technology deployed to sales professionals. We provide life sciences companies with an array of workstation engineering, hardware rollout, break-fix and warranty repair and asset management services. With C3i's key partnerships with Dell, HP/Compaq, IBM/Lenovo, Toshiba and Brother, C3i keeps your field force focused on improving prescriber and account relationships rather than handling hardware problems.

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

Clinical Solutions

» EDC/ePRO HELP DESK SUPPORT

Speed incident resolution while reducing support costs

C3i provides global 24x7 help desk support in more than 20 languages for investigators, site administrators and clinical research associates

» APPLICATION ADMINISTRATION

Integrate Tier II and help desk support to resolve incidents quicker

We make real-time resets, password changes and the creation/deletion of user accounts hassle free.

» SITE ASSESSMENT AND CONNECTIVITY ASSISTANCE

Accelerate time to site initiation

C3i assesses the technical infrastructure of your site, determines ramp-up requirements for access to clinical applications and facilitates internet connectivity for investigators.

» HARDWARE PROVISIONING

Maintain your hardware investment to improve your end-users productivity

After developing and loading software images, C3i ships hardware to sites around the world. We also provide our clients with superior, fast break/fix and warranty repair capabilities.

» CLINICAL END-USER TRAINING

Keep your end-users educated on the software they use

C3i conducts easy, user friendly and live software instruction over the internet. We design a custom training program based on an analysis from your caller's call history.

**C3i's Clinical Support Solutions
are used by leading Life Sciences
clinical software and service providers today
so your company knows its receiving the
gold standard for global technical support.**