



# Clinical Solutions



## Why choose C3i?

C3i provides Technical Help Desk Support to more than 300,000 clinical investigators worldwide with over 95% customer satisfaction level.

**Technology is now a fact of life in the clinical trial business—but to be successful, your site personnel need top-notch technology training and quick incident resolution.**

To manage global, regulated and complex clinical trials worldwide, sponsors and Clinical Research Organizations (CROs) are using advanced eClinical applications to capture, clean, manage, and report patient data.

However, managing the complexity of these applications is not the primary focus of the investigative sites' personnel. Large data volumes, distributed software, diverse cultures and languages, plus stringent timelines often challenge study managers. Not to mention the need to disrupt their study monitoring work to troubleshoot their sites' technical problems. Does any of this sound familiar?

Providing personnel at investigative sites with fingertip technical support always available in their local language will make a significant difference in the use and adoption of clinical software.

**C3i's clinical support solutions offer technical help desk support for users of clinical applications.**

Providing services in over 20 languages worldwide, 24x7, our help desk support lets you communicate freely with C3i agents regardless of time zone. We provide you with a convenient single point of contact and access to our highly knowledgeable team, enabling fast and effective issue resolution, saving you time and money while managing your clinical environment and allowing you to focus on the clinical trial data, not the technology.

Our services also include application administration, site assessment, ISP connectivity assistance, laptop hardware provisioning, end-user training and site closeout services.

Talk to us about your unique needs and we will customize a solution that will work best for you!

**C3i's integrated support solutions help you adopt more efficiently the eClinical technology used in your clinical trials, enhance data quality, and reduce query turnaround time.**

## C3i's Advantages

### CALL TRACKING AND KNOWLEDGE MANAGEMENT

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

### QUALITY ASSURANCE

By measuring leading indicators on a daily transactional level, we achieve industry-leading rates of first call resolution and customer satisfaction. Our operational environment complies with all applicable regulatory requirements.

### A UNIFIED TECHNOLOGY INFRASTRUCTURE TO SUPPORT A GLOBAL SERVICE DELIVERY MODEL

C3i provides help desk support from integrated operations centers, all managing according to the same ISO-certified operating procedures. Agents work on a unified, fully redundant technical platform that delivers multi-channel consistency, reliable service and superior end-user satisfaction.

## Contact C3i

C3i's outsourcing services helps the healthcare industry dramatically improve technology usage while lowering the total cost of customer relationship management environments. Only C3i provides a complete portfolio of systems integration, technology training, multilingual help desk, asset management, hardware provisioning and technical site assessments exclusively tailored for the needs of healthcare professionals.

C3i has global operations centers in North America, Europe, India, and China. For more information, please visit C3i's website at [www.c3i-inc.com](http://www.c3i-inc.com).

## C3i's Clinical Support Services

### HELP DESK SUPPORT

Efficient incident resolution while reducing support costs

- 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 password resets, as well as creation or deletion of user accounts.
- Stores account activation requests, signatures and completed training records in a customized call tracking system for regulatory auditing purposes.

### SITE ASSESSMENT AND ISP 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 proper usage of clinical software

- eLearning modules on your clinical application, accessible worldwide, including management of training records.
- Delivers clinical-related, study-specific software instruction live over the Internet.
- Reviews end-user challenges identified from C3i's help desk call analysis to custom design training curriculum.

### SITE/STUDY CLOSE-OUT

Provides ability to track and speed up study conclusion

- Confirms investigator contact information.
- Extracts PDFs and other data files to be sent to investigators.
- Produces and distributes site-specific CDs per the study's protocol.