

Medrio Professional Services

Building a Strong Foundation Together



700+
Studies
across all phases

98%
Customer
Satisfaction Rate

7 Day
Average
First Patient In



We create the solutions, but you are the ones who put them into practice.

It's important that we give you a good foundation to be successful with your eClinical suite. Our Professional Services team is comprised of knowledgeable product experts and data scientists who understand your unique challenges and how to solve them. Whether you need assistance setting up your first study, integrating a new API, or increasing patient engagement—our experts ensure you have the tools for successful study management once handed the keys.

medrio

Starting Off Strong

Our intuitive solutions were designed to put you in the drivers' seat. And our professional services team is ready to hand you the manual. With comprehensive onboarding packages tailored to your unique workflows and study needs, we aim to have you confidently 'driving' your clinical trials in a matter of weeks.



What Tailored Onboarding Looks Like:

- ⦿ A kick-off call to establish project objectives and discuss timelines, roles, and responsibilities that are specific to your studies.
- ⦿ Consistent, module-specific training with a dedicated Implementation Manager from your initial build through go-live date to ensure your studies are progressing and you are set up for success.
- ⦿ A graduation call to evaluate the success of your go-live and answer any remaining questions.
- ⦿ Access to an eLearning lifetime subscription and growing Customer Community for additional resources, training, and updates.



Onboarding was smooth and easy, thanks to a series of helpful meetings and active followup from our Medrio Project Manager.

– Clinical Data Manager, Sangamo Therapeutics

Onboarding for Data Management:

We offer additional onboarding for customers looking for data management of a study. Our Data Sciences team has 100+ years of combined industry experience to provide end-to-end support of database build-out to database lock.

- ⦿ A dedicated data project manager and lead data manager (Phase I to IV)
- ⦿ Support of in-house or 3rd party builds
- ⦿ Database and eCRF development and design
- ⦿ Dedicated SMEs for EDC, ePRO, eConsent, and DDC
- ⦿ Access to eLearning paths geared towards
- ⦿ Data Entry
- ⦿ Query Management
- ⦿ Dictionary Coding
- ⦿ CRA/Approvals
- ⦿ Reporting

Growing a Trusted Partnership

With over 770 secured approvals, our Medrio team are not only experts in our solutions, but also in your study needs. Whether you're looking to make a mid-study change, configure custom queries, add hardware to your existing eSuite, or anything in between—we've got you covered. Lean on our dedicated project managers, implementation specialists, data scientists, and full team of knowledgeable Medrio experts to increase your trial efficiencies and build a strong foundation for successful clinical trial models.

The Value of a Professional Service Project Manager

- ◉ Serves as your dedicated point of contact from beginning to end of your project or study.
- ◉ Coordinates any multi-faceted aspects of the project, internally and externally, to streamline your communication touchpoints.
- ◉ Identifies potential issues or risks in your study build and works with you to find the best mitigation strategies.
- ◉ Is committed to delivering high quality services and software that keep your studies on time and on budget.

So, what types of studies need Professional Services?

Meet Hector. Hector and his team are starting their first decentralized study using Medrio and need full onboarding support. They are using Medrio DDC, but don't have any hardware. They also have a few 3rd party systems they want to connect with Medrio EDC and need to manage work through a custom report delivered every morning. So Hector's team really needs Onboarding, eLearning, Implementation, Hardware, API, and custom reporting. That kitchen is going to fill up with cooks quickly!

With Medrio, Hector can work with his dedicated Project Manager (PM) to coordinate these separate projects and act as an extension of his team. His PM works cross-functionally to secure the necessary hardware, create a module-specific onboarding for Hector's team, manage the study-specific timeline, and help them resolve any issues they run into. After go-live, Hector's PM checks in monthly on the off-chance something has come up. Hector is glad he had a go-to PM he could tap into throughout his study, not just when something breaks. Not only did his study reach FPI in 8 weeks (4 weeks ahead of schedule), the automatic DDC to EDC sync helped them decrease transcription errors, and their PM helped Hector's team feel confident building their next study.



Check Out Our Full-Spectrum Professional Service Offerings



Project Management



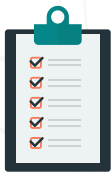
In-House & Partner Builds



Data Management Plan (DMP) Development



Study Closeout & Database Delivery



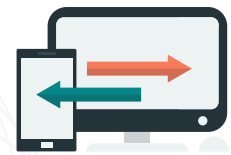
eCRF Design & Study Build



Data Reconciliation



Licensing & Translations



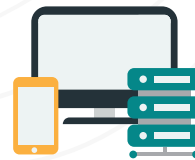
API Integration & Exports



Single Sign On (SSO)



Custom Reporting



SMS & Hardware Provisioning



Training & eLearning

ABOUT MEDRIO

At Medrio, we know that it takes a global village to achieve a healthier world. Our leading eClinical Data solutions have helped sponsors, CROs, and sites from all trial phases and therapeutic areas secure over 770 regulatory approvals. Whether conducting traditional, hybrid, or fully-virtual trials—our adaptive platform of EDC, DDC, eConsent, RTSM, and ePRO/eCOA help streamline your studies, without compromising data quality. And our experts are on-call 24/7 to help you solve your most pressing needs. Discover the Medrio difference and learn more at [medrio.com](https://www.medrio.com).