

CASE STUDY

PHARMA 500 COMPANY RATES FUNCTIONALITY, FLEXIBILITY AND QUALITY OF RTSM SERVICE



Challenge

A global pharmaceutical 500 company purchased PAREXEL's ClinPhone® RTSM services because of their:

- Strength of relationship with PAREXEL (formerly Perceptive Informatics and ClinPhone)
- Competitive study delivery timelines
- Comprehensive and flexible functionality to accommodate studies of any complexity
- Integration with other eClinical applications

Use Case

ClinPhone RTSM is the preferred choice of IRT service in Phase II-III, Peri/PostApproval and Asia-Pacific region studies.

Results

- Rates the experience and expertise of their ClinPhone RTSM project manager and supporting PAREXEL team as excellent.
- Study teams and sites rate the ease of use of the study, patient, and inventory management capabilities of PAREXEL's ClinPhone RTSM as very good.
- Reduced their medication supply overages by 10% – 24% by using PAREXEL's ClinPhone RTSM service.
- Rates PAREXEL's ClinPhone RTSM service compared to the competition:
 - Quality of service: best-in-class
 - Study delivery timelines: significantly better
 - Flexibility to meet all needs: significantly better
 - Integration capabilities: better

"I CAN TRUST PAREXEL'S CLINPHONE RTSM SERVICE TO PROVIDE THE FUNCTIONALITY, QUALITY OF SERVICE, AND EASE OF USE THAT MEETS THE NEEDS OF MY STAKEHOLDERS IN THE STUDY TEAMS AND AT SITES."

SOURCE: 2016 CLINPHONE RTSM CLIENT SURVEY

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