KEY BENEFITS

- Experienced team of experts who possess intimate knowledge of IMPACT® CTMS (Clinical Trial Management System) functionality and implementation
- Proven expertise and best practices of IMPACT® CTMS that can be leveraged by customer organizations of all types and sizes
- Support and services throughout implementation and upgrade activities
- Empowers users and key stakeholders to play an active role in customizing, implementing and deploying the system
- Minimizes the learning curve for successful implementation and increases user adoption
- Library of proven standard materials that can be easily customized to tailor to client functionality

Part of the Perceptive MyTrials® framework, enabling integration with clinical trial software applications to help users plan, design and conduct clinical trial programs in a single place

In the Hands of True Experts

Our Professional Services team is committed to helping clients accomplish a successful implementation of IMPACT CTMS and to benefit from the true power of CTMS. Whether implementing IMPACT CTMS as an on-premise solution or as an on-demand, software-as-a-service (SaaS) application, our Professional Services team will provide a flexible combination of consulting, professional services, validation services and training to support the full range of customer requirements.

The IMPACT CTMS Professional Services team consists of experienced product and technical consultants with a deep understanding of the system and extensive medical and clinical expertise. The team draws on extensive
experience from implementing and upgrading IMPACT CTMS for over 15 years for many biopharmaceutical and CRO clients. Our tried-and-tested methodology and consultative approach help guide clients through the implementation process ensuring that the system is delivered in a way that aligns with client objectives. With the Professional Services team, you are in the hands of true CTMS experts.

Project Support
We provide thorough, ongoing support for IMPACT CTMS during implementation and upgrades. A project manager will be available to share regular updates on the status of the project, support project planning activities, and answer general questions throughout the process in addition to scheduling and tracking resources. More detailed product and technical support on the system, requirements and functionality can also be available to clients who require additional services.

System Usage Workshops
System Usage Workshops are an important part of our rigorous methodology to ensure the system is optimally configured to meet the specific demands and requirements of the client organization and its users. To facilitate detailed assessments of the client’s business processes, a team of core, representative users will closely collaborate with the IMPACT CTMS Professional Services team to work through all system screens and fields to determine how the system will be used based on client requirements and business processes. After reviewing and finalizing decisions, a virtual pilot will be conducted to confirm business usage, reference data and configuration decisions.

Technical Services
Our technical consultants perform the full range of installation and upgrade activities, such as preparing for an upgrade or installation, updating the IMPACT CTMS database, deploying IMPACT CTMS onto the J2EE server, testing access and installing custom security models. Alternatively, the technical consultant can work with the client’s local IT resources if the solution is installed on-premise. Technical workshops hosted by our consultants on a variety of topics will train and prepare users for installations, upgrades and ongoing operations. These workshops can be performed remotely or in-person. Our experts can build integrations with key clinical systems as well as perform data migrations for legacy data. Our consultants are well-versed with data exchanges with other clinical trial technologies including EDC, RTSM (Randomization and Trial Supply Management), financial and proprietary CRO systems.

Training Development and Delivery
With experience from delivering over 880 training courses, our Professional Services team can work together with you to create a training program and materials for hands-on training, interactive guides and eLearning. If you choose to develop your own program and materials, our consultants are able to review your training materials and provide guidance related to appropriate content, strategy and needs analysis, customer-specific task information and training databases. With flexible training delivery models and comprehensive services including end user training, “train-the-trainer” programs, and superuser training, our experts will guide you every step of the way to help tailor your training curriculum to meet your specific learning objectives.

Validation
From installation qualification (IQ) to operational qualification (OQ) and user acceptance testing (UAT), the IMPACT CTMS consultants are able to perform, author or support these critical validation activities. Our library of standard QC scripts is intended to verify that the system operates as designed in your environment. We can also develop customized scripts based on your environment and functional requirements as well as support the execution of IQ and OQ. We offer tailored consultancy services to support the development or review of UAT scripts and ensure the system meets your particular requirements by shadowing the execution of UAT scripts.