



Professional Technology Services

Helping you navigate the eClinical road ahead

Maximizing your eClinical return on investment

When you choose MedNet Solutions as your eClinical solutions partner, you gain access to a complete selection of Professional Technology Services...all designed to ensure the success of your clinical research initiatives. We begin by providing you with a dedicated MedNet Account Manager – an individual committed to helping you utilize MedNet's technology to its fullest potential. This experienced professional will also coordinate all other Professional Technology Services you require, making sure they're delivered on time, on budget, as promised.

MedNet's Professional Technology Services Team is comprised of seasoned experts that have previous experience working in sponsor, CRO and clinical research settings. This real-world experience, combined with our strong analytical and technical skills allow us to provide you with the comprehensive, high-quality technical services you deserve.

The bottom line? MedNet is here to support you every step of the way. That's what the MedNet Solutions experience is all about.



Training

All MedNet eClinical solutions are designed to fit into the workflows of sites and sponsors alike, and to be as easy and intuitive to use as possible. That said, MedNet offers a variety of instructor-led training options to ensure all users are fully versed in the capabilities of the system. All training can be customized to your exact needs:

- For Any Audience – From system designers and data managers, to monitors and researchers.
- In Any Location – Including on-site, at MedNet or web-based.

MedNet also delivers numerous online training resources that are available on-demand 24x7. Users can choose from training videos, searchable reference guides and complete system documentation.



Technical Consulting

While designing and conducting clinical research may be your area of expertise, the setup and testing of eClinical solutions to support your studies might not be. If desired, MedNet can provide you with individualized consulting services that leverage our company's extensive experience building and validating study websites for hundreds of studies for more than a decade.

- ▶ **Study Build Consulting** – Provides you with direct access to an experienced MedNet consultant who will provide practical, real-world “best practices” knowhow and advice as you design and build your study.
- ▶ **Validation and Compliance (ValComp) Consulting** – Combines personalized consulting services with many practical templates (guidelines, checklists and more), representing MedNet's insights and techniques for validating study builds and complying with government mandates and industry standards.



Technology Project Management

Our experienced Technology Project Management Team is available when needed to ensure that your MedNet eClinical solution is configured and deployed to meet your specific research requirements. Depending on which MedNet eClinical system you select and your specific project requirements, we can provide either comprehensive technology project management services, or a la carte services to supplement your internal project staff. Available services include:

- Requirement Specifications Development
- Study Setup and Configuration
- CRF/Form Design
- Report Creation
- System Testing and Validation
- Post Deployment Enhancement Implementation
- Study Closeout/Database Archival

You can rely on MedNet's Technology Project Management Team to deliver timely, professional and dependable services.



Customer Support

At MedNet, we strive to provide the most responsive and highest quality customer support in the industry. We're here to help you get your questions answered quickly, efficiently and courteously using whatever technologies work best for you...from traditional methods such as phone, fax and email, to the latest online options including our customer service portal, knowledge base and “live chat.”

All customer support is delivered by MedNet's own fully trained staff. We're available to help you throughout your research initiative, from system setup through study closeout...whenever you need us.

MedNet's support team has established a reputation in the industry of “going the extra mile” for our customers, and providing quality support in a fast, knowledgeable and friendly manner. It doesn't get any better than that.



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