



StudyOptimizer Professional Services

Guided implementation, training, and support services to help companies quickly maximize their investment

At a Glance

DecisionView's professional services help your team make the most of StudyOptimizer.

Get expert guidance with our implementation services, including:

- Data mapping
- Extract, Transform, Load (ETL) job creation
- Installation and configuration
- User Acceptance Testing (UAT) scripts

Ramp up quickly with our training services, including:

- Train the trainer
- Train the end user
- Train your operations staff

Get the support you need as we:

- Assist your team in diagnosing & resolving any software errors
 - Resolve errors using remote access when you cannot
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Maximize Your Investment with StudyOptimizer Professional Services

StudyOptimizer enables faster, more predictable clinical enrollment so trials finish on budget and on schedule, and products get to launch faster. When you maximize your investment with our implementation, training, and support services, everyone on your team starts on the same page—and stays there.

Get Expert Guidance with DecisionView's Implementation Services

Implementing a new application presents unique challenges for any IT team. Our expert Solution Architects can integrate StudyOptimizer with your existing technology.

We help manage the entire implementation process—from data mapping to installation and configuration—while tracking and resolving issues. Weekly reports keep everyone on track.

Ensure Accuracy with Data Mapping

Before StudyOptimizer can begin automatically aggregating data, our specialists need to map each source to its correct location. Data mapping enables StudyOptimizer to automatically aggregate data for multiple trials. Our specialists can match any number of sources. We can:

- Map data from clinical trials management systems, interactive voice response systems, and other clinical trial data sources to our staging tables
- Document mapping for ETL development and application support

Get Regular Data Updates with ETL Job Creation

By writing Extract, Transform, Load (ETL) jobs, a flexible data integration method, our systems engineers ensure your application data refreshes regularly and automatically. Our systems engineers can help you:

- Deploy the ETL programs that implement mapping by importing data from your system to the application
- Set up secure data pathways between your servers and ours

Installation and Configuration

StudyOptimizer is a web-based solution. Our installation and configuration services offer expert guidance and support. To ensure a smooth and successful installation, we can:

- Install and configure the system following your deployment policies, from development to testing to production
- Configure the application to follow your business rules
- Confirm the application runs as expected in your environment
- Create user acceptance testing scripts so the system performs according to plan

Ramp Up Quickly with Training Services

The fastest way to get started with StudyOptimizer is to get your team trained and comfortable using this comprehensive application. Our trainers can help your team get up to speed so your clinical trials can, too.

By establishing staff and training processes, providing materials, transferring knowledge, and coaching your team, our training specialists ensure everyone—from end users to administrators—makes the most of the application.

We offer two training options, which can be customized to fit your needs:

- Train the trainer
- Train the end user and operations staff

Train the Trainer

When you assign trainers to support your team, you can get new users up to speed quickly, whenever you need to. We train the trainers and support them as they deliver training. You get in-depth knowledge on site and maximum flexibility.

Train the End User and Operations Staff

Our learning specialists can provide hands-on, classroom activities with focused objectives. A two-phase instruction process accommodates users at any level. We can help you define a training plan based on delivery methods, audience, and expected outcomes. Our facilitated training services can be delivered either in person or remotely.

Get the Support You Need

Despite the best implementation and thorough training, sometimes unexpected issues arise. From implementation to pre-production to production, our support services can help ensure a smooth transition.

As a part of the StudyOptimizer license, each client gets a basic level of support to help diagnose and resolve any errors.

Support

- Assists your team in diagnosing & resolving any software errors
- Resolves errors using remote access when you are unable to do so on your own
- Allows you to track support case progress through a self-service portal
- Available via email from 6am to 6pm Pacific Time, Monday through Friday

About DecisionView

DecisionView develops innovative web-based software solutions that enable life sciences organizations around the world to improve clinical trial performance. DecisionView helps organizations make informed decisions by aggregating data from multiple sources and providing analytics, simulations, and scenario modeling that deliver proven business value by reducing clinical trial costs and improving clinical trial predictability.

Learn how DecisionView can guide your implementation and training

Actions speak louder than words. Learn how StudyOptimizer Professional Services can help your team get up to speed quickly. Schedule a demo or speak with someone from our team by completing this form:

<http://decisionview.com/request.html>