

DecisionView Professional Services

DecisionView products enable 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, operations, study support and help desk services, everyone on your team starts on the same page—and stays there.

Optimizing Your DecisionView Deployment

Implement and integrate your DecisionView solution

Ramp up users, trainers and administrators

Troubleshoot and resolve problems quickly

Drive adoption, usage and value

Get Expert Guidance with DecisionView's Implementation Services

Implementing a new application presents unique challenges for any IT team. Our expert Solution Architects can help you integrate DecisionView products 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

Data mapping enables DecisionView to automatically aggregate data for multiple trials on a regular basis into our products. The data can be mapped and merged from any number of data sources. For example:

- Clinical trials management systems (CTMS)
- Interactive voice response systems (IVRS)
- Electronic data capture systems (EDC)
- Multiple CTMSs

GET REGULAR DATA UPDATES WITH ETL JOB CREATION

By writing Extract, Transform and 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 import data from your system to the DecisionView application
- Set up secure data pathways between your servers and ours
- Schedule the loading of fresh data to occur regularly

INSTALLATION AND CONFIGURATION

DecisionView products are web-based solutions. 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
- Provide user acceptance test scripts (that you execute) to ensure the system performs as expected

Ramp Up Quickly with Training Services

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

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

Our experts will review your process, roles and responsibilities to ensure we deliver tailored training to support your unique business needs. 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. 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.



www.decisionview.com

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 with enrollment, site selection and benchmark analysis
- Assist your team in diagnosing & resolving any software errors
- Resolve errors using remote access when you cannot

About DecisionView

DecisionView develops innovative web-based software solutions that enable life sciences organizations around the world to improve clinical trial performance. DecisionView's flagship solution, StudyOptimizer, helps organizations optimize clinical trial enrollment by aggregating patient recruitment data from multiple sources and providing analytics, visualizations, and predictive scenario modeling that delivers unique and actionable insight. StudyOptimizer is used by 8 of the top 10 global pharmaceutical companies, and has been used on over 1,250 clinical studies with over 450,000 subjects enrolled in 17 different therapeutic areas across 91 different countries. Investors in the company include Granite Ventures and Aeris Capital. For additional information about DecisionView, go to <http://www.decisionview.com> or call 415-538-1800.

Get the Support You Need

You may want and need assistance after a successful implementation and thorough training. Our Support Services can help ensure a smooth transition of our products into your organization and provide ongoing assistance throughout the Enrollment phase of your trials.

SUPPORT SERVICES – DRIVE OPERATIONAL EXCELLENCE

StudyOptimizer™ Support Services

Our enrollment specialists work closely with study teams (at your organization or within your outsource partners) during various phases of the Enrollment process and can become an integrated part of your team while supporting such critical activities as the creation and modeling of study plans, interpretation and guidance on StudyOptimizer trial/program/portfolio performance analysis and development and recommendations on potential rescue strategies to support on time enrollment within trial budget.

If your trials are outsourced, our enrollment specialists can help you manage and analyze provider performance and identify areas for performance improvement through analysis of key performance indicators within and across studies and programs.

SiteOptimizer™ Support Services

Selecting investigators is a key aspect of enrollment planning – and selecting the “right” investigators is critical to trial performance. Our enrollment specialists can assist with site feasibility, historical site performance analysis and site selection.

Enrollment Benchmarks™ Support Services

Analyzing your own performance or that of the industry will provide you with a robust understanding of experience across therapies, indications, geographies and study variations. Our enrollment specialists can help you make the most of Enrollment Benchmarks for study planning and post-trial performance analysis.

Additionally, they can share best practices from across industry to ensure optimal use of our products to drive the desired performance improvements in your organization.

HELP DESK

Our Help Desk specialists are available to assist in diagnosing and resolving any problems.

Basic Help Desk support includes:

- Assisting your support team in diagnosing & resolving any software errors
- Resolving errors using remote access when you are unable to do so on your own
- Allowing you to track support case progress through a self-service portal

Our Help Desk specialists can also provide a premium-level of Support Services:

- Assisting your users with first level Help Desk support
- Covering premium hours or customized support

Awards



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