

Interactive Voice/Interactive Web Response (IVR/IWR) Systems

Innovative and Reliable Solutions for Unique Study Management Challenges

- Precisely manage global accrual, study supplies and protocol compliance
- Make key study decisions based on current status, trends and projections
- Experience the dedication and focus of a niche provider with the strength, stability and support of a global CRO

Sponsors are familiar with the benefits of automating critical steps of a trial with interactive voice and Web response systems. Sponsors are attracted to this technology because of the opportunity to speed up study deployment, integrate and track data in real time and lower the overall cost to implement a study in multiple sites and countries. However, there are often enormous challenges to implementing interactive response systems and deriving the greatest benefits—challenges that can be addressed by using the right technology partner.

Global Reach and Experience

Since 1997, PPD has custom-designed, delivered and hosted more than 450 IVR/IWR systems, in dozens of languages, supporting more than 40,000 sites and 300,000 subjects.

- We consistently beat projected system starts by two weeks, from specifications to go-live
- We offer highly versatile and scalable systems—from standard modules to completely customized systems
- We offer a packaged system to provide basic randomization and other standard key functions

Comprehensive Data When You Need It

Clients can quickly view key study information in real time because our IVR/IWR systems are fully integrated with our clinical trial management, data management, electronic data capture (EDC), patient recruitment and biostatistics' real-time analysis systems. We also interface with third-party vendors and client systems giving our clients a complete snapshot of their data to make critical decisions throughout the entire study.

Our clients can effectively manage clinical supplies inventory because our IVR/IWR systems are fully integrated with our global clinical supplies systems and many leading shipping vendors. Clients can track inventory of investigational products and other study supplies and receive reports of inventory status in near real time, from bulk supply ordering through final destruction.

Robust and Forward-Looking Reporting

Our standard suite of reports and easy-to-read graphs help our clients determine trends and make crucial projections about their trial based on key accrual, visit, supplies and outcome events.

Reports are available via a Web interface in real time, or can be accessed online through a consolidated and secure central study portal.

Versatile and Reliable Systems

PPD offers a wide range of IVR/IWR system services from just about any telephone or computer, anywhere in the world.

- Our systems have a reliability rate of 99.9% (excluding scheduled maintenance)
- All lines and ports are available to any system user at any time
- System architecture is based on a flexible environment allowing us to support anything from simple systems for a few sites to complex systems involving thousands of sites and patients in multiple locations around the world
- Disaster recovery within 30 minutes.

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To learn more about our IVR/IWR systems, contact your PPD representative; or in the U.S. contact Randy Marchbanks, vice president, business development, Americas at +1 910 558 6789, e-mail: Randy.Marchbanks@ppdi.com; In Europe, contact Chris Doel, executive director, business development, at +44 1223 37 4430, e-mail: Christopher.Doel@ppdi.com; In Asia, contact KC Lau, director, clinical operations at +65 852 29110 110, e-mail: KC.Lau@ppdi.com, or visit our Web site at www.ppdi.com/ir_systems.

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