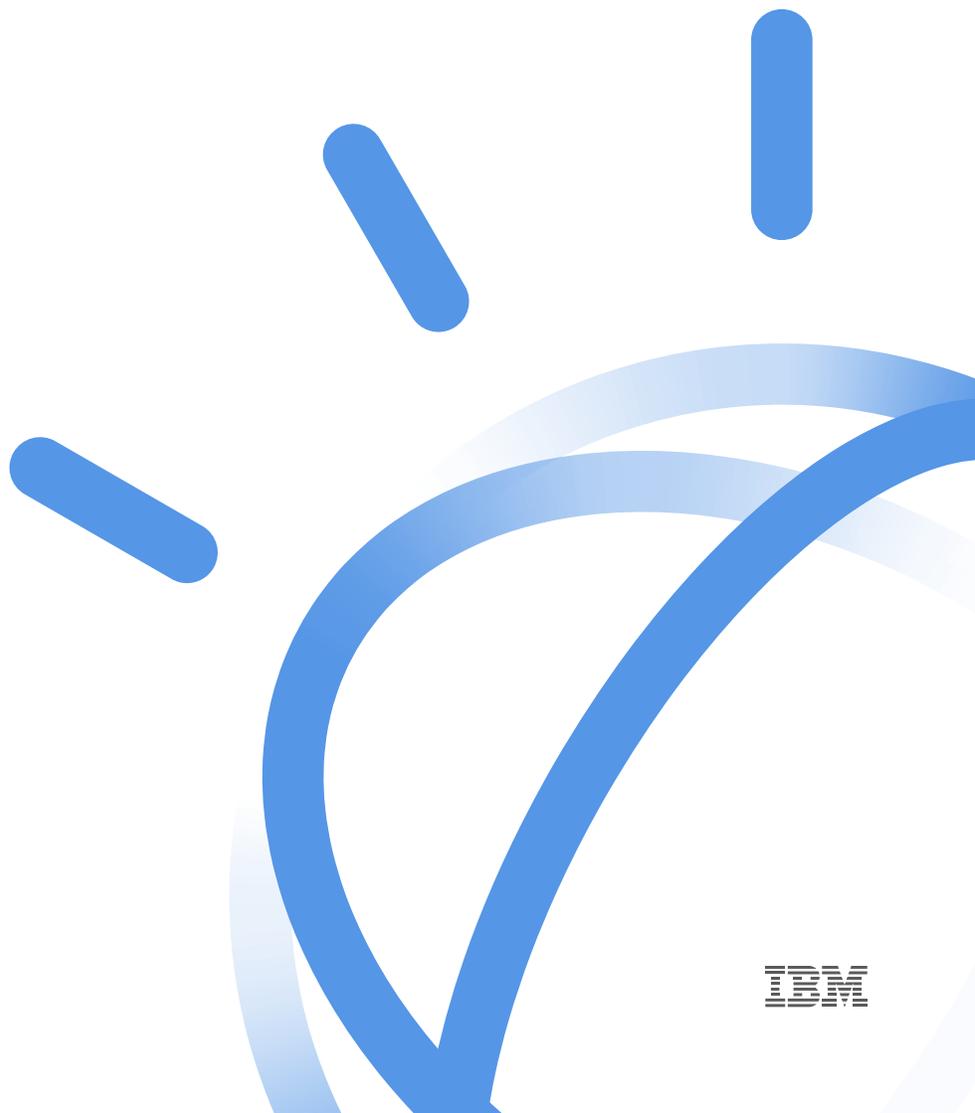


IBM Clinical Development Support Center

Let IBM Clinical Development-Certified Designers support your work and answer any questions you may have, from study design and launch to final analysis and reporting



Key benefits

- 24x7x365 Level 1 support throughout your study
- The expertise of IBM Clinical Development-Certified Designers who can help with questions, study design and troubleshooting
- An updated ticketing system that offers insight into common customer issues and needs, which helps us respond more quickly and effectively to every query

The label “help desk” falls short of conveying the scope and depth of knowledge found at the IBM® Clinical Development Support Center. “Land of Insight” just might be more accurate.

It doesn't matter how good a product is if the support behind it is lacking. That's Business 101.

At Watson Health™ our business is to help you succeed. That's why our goal is for our IBM Clinical Development Support Center to be every bit as effective and efficient as our platform itself (which is a pretty tall order, for sure).

We field all kinds of questions, from the ordinary (“How can I unlock an EDC capability when one of my users forgets his password?”) to the extraordinary (“How can I implement reporting most efficiently in a multi-site study?”). And our answers start the same way: “I'm glad you asked. I'm here to help, so let's get started.”

When you connect with our IBM Clinical Development Support Center, you can take advantage of:

- 24x7x365 Level 1 support throughout your study
- The expertise of IBM Clinical Development-Certified Designers who can help with general questions, study design and real-time troubleshooting
- A robust, continually updated FAQ
- An updated ticketing system that offers insight into common IBM Clinical Development customer issues and needs, which helps us respond more quickly and effectively to every query

The IBM Clinical Development Support Center is much more than a typical (i.e., often-less-than-helpful) help desk. In addition to Level 1 support available around the clock, the IBM Clinical Development Support Center offers ready access to IBM Clinical Development-Certified Designers who know more than just the ins and outs of the platform. They have global experience with virtually every type of trial (pharmaceuticals and medical devices for sponsors, CROs and AROs) and in virtually all major therapeutic categories.

You can connect with our support specialists in the way that best fits your needs — via phone, email, live chat, Twitter or in person. Plus, our pay-as-you-go model puts you in control of how you allocate resources for IBM Clinical Development support.

And we offer local telephone support in dozens of countries around the world. Just visit eclinicalos.com to access a complete list.

No matter where you are in the clinical study process — and no matter how big or small your study — questions and challenges naturally arise. And when they do, you can count on the IBM Clinical Development Support Center to be there every step of the way, from study design and launch to final analysis and reporting.

Come play in our sandbox

When everybody is telling you their product is the easiest, fastest and most efficient solution, how do you decide which one to pick?

Easy. Test drive 'em.

That's why IBM Clinical Development offers what we call the Sandbox. You'll have access to virtually every capability and service we offer so you can experience first-hand what it's like to use our system in a real-world environment. So come on over and play in our Sandbox. We're holding a corner just for you. Get started at <https://pages.eclinicalos.com/getstarted>

Need assistance

Contact Support 24x7x365
support@eclinicalos.com

Toll free: 888.387.4257

All in one

Access one platform for your data management needs

Easy to use

Streamline your path to go-live and first-patient-in

Pay as you go

Avoid expensive, up-front licensing fees

About IBM Watson Health

In April 2015, IBM launched IBM Watson Health and the Watson Health Cloud platform. The new unit will work with doctors, researchers and insurers to help them innovate by surfacing insights from the massive amount of personal health data being created and shared daily. The Watson Health Cloud can mask patient identities and allow for information to be shared and combined with a dynamic and constantly growing aggregated view of clinical, research and social health data.

For more information on IBM Watson Health, visit:
ibm.com/watsonhealth.

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