

IBM is announcing End of Life/End of Service/Full Withdrawal of IBM CTMS for Sites effective 31-AUG-2020

Dear CTMS for Sites Customer,

After much consideration and research, we have made the decision to streamline our focus within the Life Sciences market and end support of IBM Clinical Trial Management System for Sites (CTMS for Sites).

We will end support of CTMS for Sites effective August 31, 2020 at 11:59PM EST. This change applies to our cloud-based Software as a Service (SaaS) offering, which is formerly known as Merge CTMS for Investigators, Reveal, and StudyManager Reveal. Accordingly, after this date, you will no longer have access to CTMS for Sites. If you have a subscription with IBM for CTMS for Sites that automatically renews, and the renewal term commences on any date after September 1, 2019, IBM is hereby notifying you that IBM will not renew the term of your subscription for another 12-month term. Please reach out to your Sales Specialist if your renewal term commences after September 1, 2019 and you would like to discuss a shorter renewal term that terminates on the end of support date specified above.

We are aware that our decision to end support of CTMS for Sites may require you to transition your data from CTMS for Sites to a different solution for continued service. For that reason, as well as to help assist with your transition, we have entered into a strategic partnership with SignalPath, LLC . We selected SignalPath for many reasons, but chief amongst them is that SignalPath offers cloud-based, next generation functionality in line with CTMS for Sites, including calendaring, task management, patient management, and financials. As our preferred migration partner, we are working closely with SignalPath to design and implement a transition plan that will enable a seamless experience. We encourage U.S.-based CTMS for Sites customers to consider meeting with SignalPath to learn about their offering and the migration plan we're working on together.

As next steps, we invite you to contact us if you have any questions about this letter or your subscription for CTMS for Sites.

Additionally, SignalPath has created a dedicated resource, in the form of the "SignalPath Transition" hyperlink below, for you to learn more about their offering. We encourage you to take advantage of this resource available through the SignalPath link to start a discussion with SignalPath and facilitate the speed and ease of your transition, should you choose to migrate to the SignalPath platform.

Thank you for your business and continued partnership.

All the best,
Mary Varghese Presti, Vice President, Life Sciences & Personal Health

[SignalPath Transition Form](#)

Please note that the SignalPath Transition site is not owned or operated by IBM and any personal information, such as email address, first and last name, and phone number, that you chose to provide to the SignalPath Transition site will be governed by SignalPath's own privacy policy and terms/conditions.

Contact us with any questions:

IBM CTMS for Sites Offering Manager: wfishbur@us.ibm.com

IBM Sales Specialist: egillett@us.ibm.com

[IBM Clinical Development Support](#)

