

HCL



Clinical IT support services

We enable life sciences end-users worldwide
to focus on their mission-critical objectives

www.hcltech.com

HCL Technologies has more than 20 years' of experience supporting a broad portfolio of clinical technology with proven expertise across all major application platforms. We have a global delivery model with locations across North America, Europe, South America, and Asia with more than 30 languages supported for investigators, site administrators, patients, information seekers, and clinical research associates worldwide.

Multilingual Helpdesk and Administration Services

Integrate Tier 1 and Tier 2 service desk support to resolve incidents faster – Worldwide 24/7 service desk support for investigators, site administrators, patients and clinical research associates. Over 13,000 studies and 150,000 users currently supported



- Omni-channel communications: phone, e-mail, chat, fax, SMS, and self-service capabilities
- Support for all major clinical studies platforms and tools including Medidata and Veeva
- Troubleshooting related to system functionality and performance
- “How to” questions – both general use and study/sponsor specific
- User account administration including real-time password resets
- Clinical BPaaS services including the resolution of data related issues, emergency unblinding, remote CRAs, etc.
- Onboarding and off boarding of patients in a decentralized clinical study

Patient concierge support

Improving the trial experience with support across the entire patient journey

- Patient application and technical support
- Patient compliance monitoring
- Patient assistance and adherence services
- Patient retention services



Medical device, hardware and data connectivity provisioning

End to end trial device management



- Device kitting and logistics
- Device configuration, testing and deployment to clinical trial participants and study personnel
- Provision Internet connectivity for remote data collection
- Full life cycle asset management including tracking and reporting
- ISO-13485 certified depots in the US and EU

Maximize trial technology adaption

Improve user adoption through integrated training and support

- Development of clinical related, study specific, multi-lingual training programs on clinical applications
- Deliver software instruction live or via eLearning modules accessible worldwide and includes the management of training records
- Review adoption barriers captured through support services to customize/ design/enhance the training curriculum



Clinical applications supported



- Major electronic data capture systems (EDC)
- Electronic patient reported outcomes (ePRO), electronic clinical assessment outcome (eCOA) applications, e-consent
- Clinical trial management systems (CTMS)
- Interactive response technology (IRT)
- Regulated content management (RCM)
- Drug supply management systems
- Investigator portals and single sign-on platforms
- Decentralized clinical trial platforms
- Safety systems, such as Oracle Argus

HCL Technologies advantage



Quality assurance

- Daily indicator monitoring drives service delivery excellence at every stage.



Compliance and global process excellence

- A dedicated office that monitors the changing regulatory environment ensures compliance.



CRM and knowledge management

- An enterprise-wide validated tracking and knowledge management system logs and reports clinical support incidents, requests and resolutions.



Global omni-channel contact center infrastructure

- Global integrated operational centers utilizing state-of-the-art omni-channel capabilities and AI/ML to deliver an exceptional customer experience and highly reliable service.



Advanced reporting and data analysis

- Sophisticated business analytics tools enable immediate issue detection and in-depth analysis.

Contact HCL Technologies

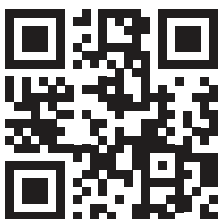
HCL Technologies, is a multi-channel customer engagement services provider, specializing in global, high-touch consumer, patient, and end-user engagement. www.hcltech.com



HCL Technologies (HCL) empowers global enterprises with technology for the next decade today. HCL's Mode 1-2-3 strategy, through its deep-domain industry expertise, customer-centricity and entrepreneurial culture of ideapreneurship™ enables businesses to transform into next-gen enterprises.

HCL offers its services and products through three lines of business - IT and Business Services (ITBS), Engineering and R&D Services (ERS), and Products & Platforms (P&P). ITBS enables global enterprises to transform their businesses through offerings in areas of Applications, Infrastructure, Digital Process Operations, and next generation digital transformation solutions. ERS offers engineering services and solutions in all aspects of product development and platform engineering while under P&P. HCL provides modernized software products to global clients for their technology and industry specific requirements. Through its cutting-edge co-innovation labs, global delivery capabilities, and broad global network, HCL delivers holistic services in various industry verticals, categorized under Financial Services, Manufacturing, Technology & Services, Telecom & Media, Retail & CPG, Life Sciences, and Healthcare and Public Services.

As a leading global technology company, HCL takes pride in its diversity, social responsibility, sustainability, and education initiatives. As of 12 months ending on December 31, 2021, HCL has a consolidated revenue of US \$ 11.48 billion and its 208,000 ideapreneurs operate out of 52 countries. For more information, visit www.hcltech.com



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