Powering Better Site Relationships with Modern Data Management

Veeva Vault EDC saves time for sites and promotes data entry with first-time quality
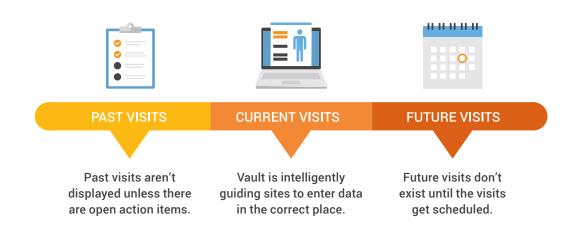
When evaluating your options for an EDC system, the site experience is an important priority. You may have questions such as, "Will my sites like it?" or "Will my data quality go down?" and "How much training and effort is involved?"

Veeva has partnered directly with sites to optimize Vault EDC with the site experience in mind. Our team has incorporated their feedback to build a modern EDC that saves time for sites and preserves data quality — while eliminating unnecessary and redundant training.

> *Vault EDC is a pleasure to use. It feels easier and faster than other systems. Everything is clear and to the point. The UI is very self-explanatory.*
>
> *— Clinical Research Assistant, Research Center Based in New York*

Easy Navigation: With dynamic casebooks, only relevant cycles, visits, and forms are displayed.

PAST VISITS	CURRENT VISITS	FUTURE VISITS
Past visits aren't displayed unless there are open action items.	Vault is intelligently guiding sites to enter data in the correct place.	Future visits don't exist until the visits get scheduled.

Respecting their Time. Not Wasting their Time.

Veeva's technologies help sites make the most productive use of their time. A role-based interface, casebook dynamics, and QuickView filters help focus users on open items — the data to enter and queries to answer. And, an actionable task bar on every page allows users to navigate quickly between tasks. There's also no downtime during protocol amendments, so your sites' work is never impacted.

By paying attention to the details, Veeva helps save time for sites, not waste their time:

TIME WASTER	Losing their work when there is a distraction and the page times out
TIME SAVER	Auto-save saves as you go, so sites never need to worry about losing their work
TIME WASTER	Unnecessary queries due to blank data
TIME SAVER	Mark a field as "intentionally left blank" to get ahead of queries
TIME WASTER	Separate logins for every study and every tool
TIME SAVER	Access everything for a study in one place with Veeva ID and Launch Pad
TIME WASTER	Sifting through all action items to find what needs to be done next
TIME SAVER	Role-based interface prioritizes and surfaces actions for site coordinators
TIME WASTER	Going back to the home page to navigate to different parts of the system
TIME SAVER	Navigate easily between queries, incomplete forms, and more with an actionable task bar on every page

❜❜The sites really like using Vault CDMS. They like the user interface, and the QuickView aspect that tells them specifically what they have left to do. They see the data that needs to be entered, the query that needs to get answered, and click to go directly to that page. They don't have to spend a lot of time trying to figure out where they left off. ❜❜

– Jennifer Nezzer, Biometrics Executive, Specialty CRO

Training Only What and When Needed

With many providers, site personnel are required to retake the training with each new study. Veeva proactively tracks training completions so site personnel only need to get trained once — their certification carries forward to future studies. This also removes the administrative overhead of tracking training status and certificates, relieving that burden from lean site staff.

Vault EDC training is packed into specific, role-based e-learning segments, so personnel only have to train on capabilities they'll actually need. The intuitive interface is easy enough to learn that training requires less time than other systems. Here are the typical training times for Vault EDC:

- **Clinical research coordinators**: 45 minutes
- **Principal investigators:** 30 minutes
- **Supplemental new release training (if needed, after initial training):** 5-10 minutes

Users that log in without completing the required training are directed to the e-learning portal before they can proceed to the study. Because the e-learning system is integrated, as soon as a user completes their training, they automatically gain access to the study. There are no manual administrative tasks to complete and therefore no delay.

Easily the best EDC platform I have used yet.

— Site Owner, Clinic Specializing in Memory Care Research

Stellar Support is Part of Veeva's Commitment to Customer Success

Sponsors and sites using Vault CDMS benefit from Veeva's mature support infrastructure.

Global systems and personnel ensure support is available 24 x 7 x 365

Contact support via telephone, chat, email, or through our support portal

Average response time for support tickets is under one hour

No incremental fee. Support is part of the standard Vault CDMS license

Partnering with Sites to Build a Better EDC

Veeva is committed to developing the most advanced, user friendly, and high performance technologies for sites. As part of that commitment we survey sites every six months to track their satisfaction and identify opportunities for improvement. Veeva strives to incorporate site-suggested improvements in each release, and many product improvements and feature releases are directly informed by this site feedback.

Beyond our site survey, Veeva is actively partnering with and learning from sites to continue to optimize their experience in Vault EDC. Our team diligently tracks clicks and user workflows to identify where we can streamline navigation and minimize steps needed to complete a task.

Sponsors and CROs can select Vault EDC with confidence they are adopting a tool that sites enjoy using, and that Veeva's commitment to customer success will ensure the transition is smooth for you and your sites.

When transitioning between systems, the sites continued to enter data in accordance with our target timelines, and in fact beat those timelines. It was proof we had transitioned to Vault CDMS smoothly and successfully.

— Leianne Ebert, Head of Clinical Data Management, Alcon