Medidata Rave Customer Success Support Services: Maximize Productivity with an Agile Support Model

Medidata is empowering Life Sciences treatments and healthier people through the delivery of better, measurable outcomes. Our experts have a deep understanding of customer needs and unique vision for the future of clinical development and commercialization. When utilizing Medidata's deep knowledge of the life sciences business process and technology, you can drive continuous improvement through process enhancement, service quality, and cost reduction. Most importantly, ensure high satisfaction ratings from your users with a scalable service model that meets the unique needs all employees around the globe.

Rave Customer Success Offerings

To ensure you environment is fully optimized, Medidata provides 24x7 expert administration, management & ongoing support through the life of the study. We have created a flexible and comprehensive model tailored to your adoption needs along with industry leading insights for accelerated value of Medidata solutions, reducing your study administration costs.

Priority Support
Dedicated Priority Study Management Support

- Dedicated product experts available to assist throughout the life of the study
- Proactive checkpoints and accelerated response times
- User & site administration, ticket trend analysis, SLA reporting, end-of study support

Premium Support
Study Optimization through Specialized Application Services

- Version release support from planning to post release analysis
- Dedicated SME's provide strategic mentorship throughout your study builds
- Advisory council membership, premier access to NEXT events, and access to product leaders.

Rave Customer Success

- Ongoing support throughout entire study to ensure smooth transitions & optimize success
- Consistent , transparent model tailored to customer adoption needs
- Flexible, customer centric model that brings the best of Medidata to you
- Industry leading insights throughout the life of the study

Realized Benefits

- Accelerate the Value of Medidata Solutions
- Optimize Your Application Environment
- Reduce Study Administration Tasks & Costs
- Free Up Critical Clinical Trial Resources

What's Included with Rave Customer Success Offering

Rave Application Management Services Offering & Features		Priority Support	Premium Support
Included with License Purchase	24x7 Help Desk Rave Support	✓	✓
Dedicated Priority Support of Ongoing Study Management	Dedicated Customer Success Manager (CSM) coordinating & delivering study management activities	✓	✓
	Proactive Checkpoints: Review reported product issues, progress, upcoming items and Q&A sessions	✓	✓
	Accelerated Responses: Management of ticket resolution process & handling of priority defects with escalation support	✓	✓
	Study Conduct: Support for user and site administration throughout the study	✓	✓
	Study Analysis: Trend analysis on help desk ticket reporting, study health, and study milestone support	✓	✓
	Study Analysis: SLA reporting, performance monitoring & investigations	✓	✓
	Study Completion: Generation of end of study media support	✓	✓
Specialized Application Services for Study Optimization	Continuous Improvement & Access to Medidata SME's	-	✓
	Managed Insights & Recommendations: Coder usage insights review	-	✓
	Managed Insights & Recommendations: Study (Insights) performance review	-	✓
	Curated Training and Support: VIP Workshops / webinars tailored to specific topics & questions	-	✓
	Product Trends & Client Feedback: Dedicated call with Medidata product leader	-	✓
	Marketing Partnership: Guaranteed tickets for Global NEXT Events	-	✓
	Advisory Council Membership: Exclusive participation in product development process	-	✓

About Medidata Solutions

Medidata is leading the digital transformation of life sciences with the world's most-used platform for clinical development, commercial and real-world data. Powered by artificial intelligence and delivered by #1 ranked industry experts, the Intelligent Platform for Life Sciences helps pharmaceutical, biotech, medical device companies and academic researchers accelerate value, minimize risk and optimize outcomes. Medidata serves more than 1,000 customers and partners worldwide and empowers more than 100,000 certified users every day to create hope for millions of patients. Discover the future of life sciences:
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Medidata Clinical Cloud®
Cloud-based clinical research solutions | Innovative technology | Data-driven analytics
Reduced costs | Improved time to market | Faster decisions | Minimized risk