

January 30, 2021

Over the last year, the nature and complexity of clinical drug trials has expanded enormously.

Medidata's platform has been proven to support multiple Mega Trials of tens of thousands of patients conducted across over a hundred sites with a fast enrollment of under ten weeks and rolling data lock.

We conduct regular comprehensive testing over trial progression use cases to confirm the ability to scale and provide the confidence that our customers and their patients want and deserve.

We use component, system, data center and regional redundancy, as well as monitoring and auto scaling which allows for transparent increases in capacity without intervention from the customers, or engineers.

We proactively monitor the entire application suite using synthetic monitoring that confirms the proper execution of the application, minute by minute. A dedicated team of engineers also proactively monitors for performance, capacity and overall health of each Mega trial continuously using key performance indicators.

In the remote event that there is an issue, our Network Operations Center which has physical presence in the EU, UK, Asia and the United States is positioned to respond quickly, 7x24x365.

The entire 3DS environment consists of over 100,000 hosts in fifteen countries around the world, providing a solid, secure, stable and scalable environment to conduct the full trial lifecycle.

Availability controls are tested regularly, both by internal teams, but also by PwC as part of the SOC2 Type 2, which can be accessed upon request.

We continue to strive earn your and your patient's trust, around the clock, day and night.