

# Medidata Professional Services: Optimize Randomization and Trial Supply Management

Medidata's in-depth RTSM/IRT industry knowledge and expertise gives you an edge in optimizing your study design, build, and execution of randomization and trial supply management on the Medidata platform. We partner with you every step of the way to ensure your RTSM processes are streamlined so you can achieve the highest value with Rave RTSM and meet your study objectives and goals.



**The response time has been fantastic, and I always know exactly who to go to if an issue arises or ... if I need the build to be done 'quick lightning,' — the response time from Medidata has been super."**

**Salam Ammus**, Executive Director,  
Clinical Data Management, **Alkermes**

## How Rave RTSM Professional Services Can Help You

Trust, experience and attention to detail are critical when using an RTSM solution



### Extension of Team

- Works with you to ensure success at every phase of implementation
- Provides insights and recommendations on randomization, dispensation and supply management needs
- Adjusts support according to your needs



### Deep Expertise

- Experience with randomization methodologies and supply management strategies for all types and sizes of studies
- Expertise in managing complex adaptive trials and complex mid-study changes
- Insights into best practices that inform recommendations
- Visibility into EDC design considerations



### RTSM Innovation, Insight and Support

- Applies experience with Direct-to-Patient studies to guide decentralized trials
- Manages and supports integrations with any depots and forecasting vendors



### Customer Satisfaction

- Delivery of effective study-specific solutions rooted in quality and accuracy
- Committed to the success of your study with providing superior pro-active service
- Dedicated RTSM SMEs from study kick-off to study close-out



Rave RTSM  
Professional Services  
solves your challenges  
every day.

**It's what we do!**

The Medidata Professional Services RTSM Team has the experience, knowledge, and passion to ensure that your RTSM trial experience is positive and successful. From our deep understanding of different randomization algorithms, to complex dosing, titration schemes, and supply strategies, we work tirelessly to deliver the utmost value to your sites, patients, and trial outcomes using Medidata’s unified Rave EDC and RTSM solutions.

**Medidata Rave RTSM  
Ranked #1  
Most Preferred IRT Provider<sup>1</sup>**

<sup>1</sup> Source: Industry Standard Research, IRT Report, 2022.

## Live Study Management™ Application Management Services

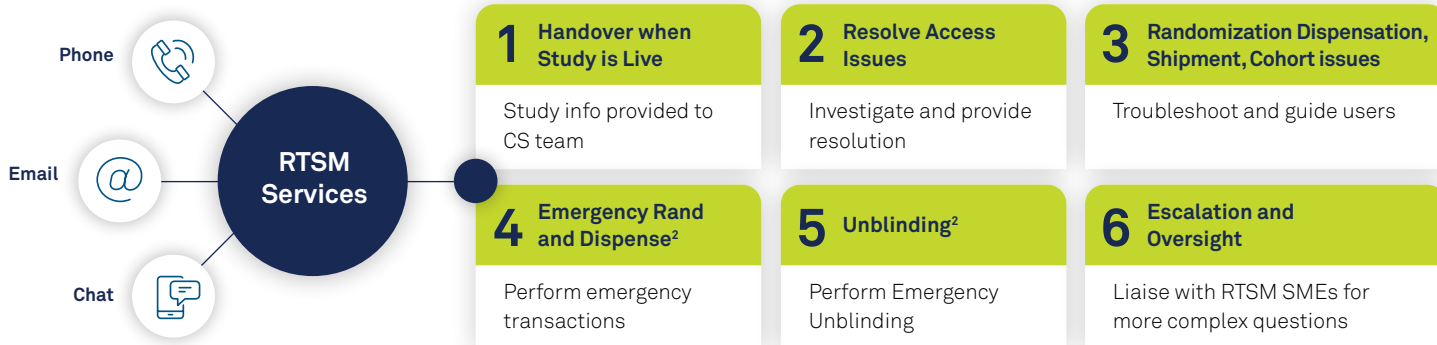
Ensuring accurate and efficient patient, site, and logistics management every step of the way



Expertise on best use of Rave RTSM and platform	Guidance with supply plan strategy and adjustments coupled to enrollment
Helpdesk ticket escalation and resolution support	Guidance and assistance with managing supply expiration and low inventory with alert usage
Investigation support with depot integration and shipment requests	Point of contact for troubleshooting complex issues and issue escalation
Attend Client Status meetings	Advisement on study design changes with protocol amendments
Cohort management and cap adjustments	Inventory updates and status adjustments
Supply plan changes and additions	Pooled supply guidance and support
Expiration updates to IP	QP and Lot release
Manual Depot-to-Depot, Site-to-Site, Depot-to-Site shipments	Additional packlist or randomization list uploads

## Helpdesk Services

Leverage Medidata’s 24x7 Customer Support team to support site users during study conduct



<sup>2</sup>Service available for studies that have opted-in via the handover.

Medidata, a Dassault Systèmes company, is leading the digital transformation of life sciences.

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