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Medidata's platform and technology infrastructure

Medidata's platform continues to operate as designed in line with our Unified Protection Strategy as outlined on [Medidata's Trust and Transparency](#) page. While Medidata has no technology infrastructure in Ukraine or Russia, customers with exposure to either territory can expect ongoing disruption to power, network and cellular infrastructure when accessing the Medidata platform. Medidata is ready to help minimize those challenges as they emerge and will continue to collaborate with affected customers to find the appropriate solutions based on their unique circumstance.

eCOA device fulfillment in Ukraine

Fulfillment of eCOA devices for Ukraine is currently suspended. Our Professional Services and eCOA teams are partnering with impacted customers experiencing challenges due to this suspension. Medidata currently does not have a time frame for when normal eCOA device fulfillment will resume in Ukraine. .

Impact of US sanctions on iiPay

Medidata's payment partner, iiPay, has been affected by sanctions against the Ukrainian provinces of Donetsk and Luhansk. Impacted customers should work with their Medidata account representative to determine how Medidata can support their exploration of alternative solutions.

Questions

If you are a customer impacted by the ongoing Ukraine-Russian conflict, including the specific service impacts mentioned above, please contact your Medidata account representative to find out how we can best support you.