

Rave RTSM Services and Experience

Exceptional service for every customer, every time.

Consistent Excellence in Every Interaction

At Medidata, we provide exceptional service, expert support, and industry-leading solutions, tailored to your needs—regardless of your size or scope. We partner with you every step of the way, from full build and execution to Live Study Management, to ensure your RTSM processes are optimized so you can achieve the highest value.

Proven Track Record

124
countries supported

16K
patients per month across complex studies

3K
studies across various therapeutic areas

14 years
average experience of the RTSM SME team

15 years
as a trusted IRT partner

Site Support and Satisfaction

Medidata’s Help Desk ensures seamless study conduct by providing expert assistance to site users, including:

24/7 RTSM Help Desk support

Ticket triage and resolution

Advanced technical support and dedicated R&D support

Emergency randomization and dispense

Emergency unblinding

Escalation and oversight through coordination with RTSM SMEs for complex issues

Why Sites Prefer Medidata RTSM

“This is one reason we prefer Rave RTSM! It is much easier for us to handle and resolve quarantines. Very efficient.”

– Medidata SiteTech Board Member

"You do NOT need manuals with Rave RTSM. The platform has the information already included, and is self-explanatory."

– Medidata SiteTech Board Member

Solving Everyday Challenges

Trust, experience, and attention to detail are critical when using an RTSM solution. Rave RTSM Professional Services helps you succeed through:

Extension of Team

- Support at every stage
- Guidance on randomization, dispensation, and supply management needs
- Tailored to your specific needs

Deep Expertise

- Experienced in randomization and supply management for all study types
- Skilled in adaptive trials and mid-study changes
- Recommendations based on best practices
- Visibility into EDC design considerations

Superior Client Experience

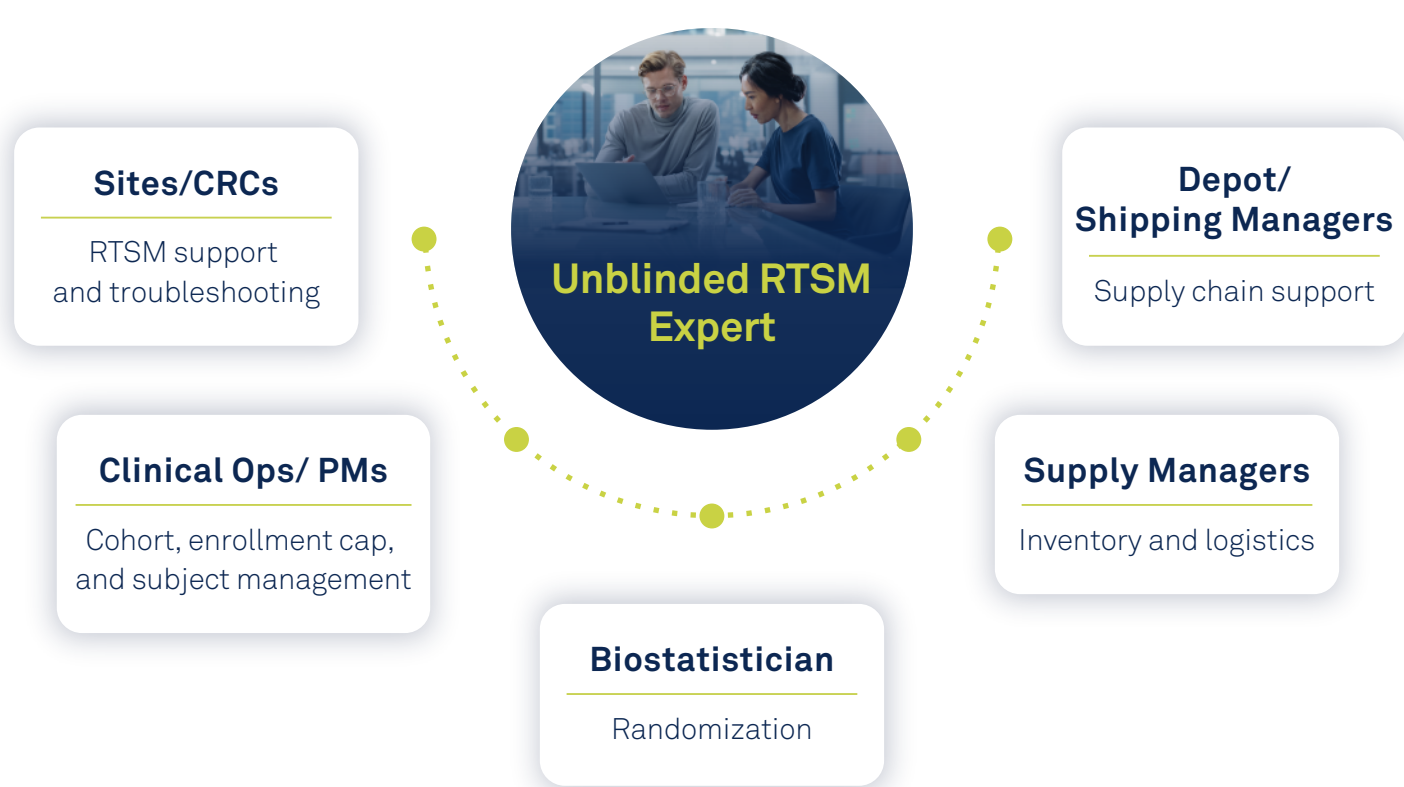
- Study-specific solutions focused on quality and accuracy
- Ensures study success with proactive service
- Dedicated RTSM SMEs from study start-up to close-out

RTSM Innovation, Insight, and Support

- Guides decentralized trials with direct-to-patient study experience
- Manages integrations with depots and forecasting vendors

Live Study Management

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



Maximizing Value

With deep understanding of different randomization algorithms, complex dosing, titration schemes, and supply strategies, Medidata Professional Services works endlessly to deliver maximum value to your sites, patients, and trial outcomes.

