

# Every clinical trial starts with a question.

## At Teckro we asked:

- Q How can we make it easier to communicate study updates and changes to the right people?
- Q How can we better alert busy monitors and research staff of helpful information to avoid protocol deviations?
- Q How can study teams better manage risk by measuring communication effectiveness?

Product Overview

## Teckro Engage

### The right message to the right people at the right time

The experimental nature of clinical trials requires timely updates to everyone involved. Yet, this vital communication is often left to inefficient or inaccessible methods, such as paper or email.

Through the course of a trial, protocol amendments are necessary to address patient safety or changes in study design. Likewise, learnings as the trial progresses can help research staff preserve quality and limit deviations. However, cluttered inboxes and slow-moving paper limit the effectiveness of important messages.

Teckro Engage delivers relevant, timely updates to manage risk, improve efficiency and limit protocol deviations.

Built on the Teckro Platform, Teckro Engage gives study administrators a consistent way to communicate important changes, new document versions, or helpful tips to limit deviation. With granular filters, administrators can target messages by individuals, roles, sites or countries so that the communication is relevant and timely for the recipients.

Busy monitors and research staff have a single system to find all notifications, rather than combing through emails or paper memos. Likewise, study team administrators have a consolidated view of all messages in one place to mitigate the risk of important updates not reaching the intended audience and to track who is opening the messages.



### Teckro Engage Benefits:

- Improve study quality with relevant, timely updates of study changes or new versions
- Protect patient safety with proactive communications with helpful information to limit protocol deviation
- Reduce time and effort for monitors and research staff to stay current on study information
- Monitor message effectiveness with open rates

### Teckro Engage is part of a suite of applications built on the Teckro Platform.

This is a validated and securely hosted cloud-based platform. Teckro uses industry best practices to preserve data sovereignty by region and is compliant with major industry regulations. As part of your clinical operations ecosystem, Teckro can integrate with other key clinical applications. The other applications within the suite include:

- Teckro Search for accurate, instant answers to study questions anytime, anywhere
- Teckro Survey to quickly capture feedback from research staff

All Teckro applications are simple and intuitive, with virtually no user training required. As a result, user adoption is typically very high as nearly all users invited register to Teckro and the vast majority are active on Teckro.

## Single platform delivers study updates across devices

Teckro Engage delivers messages that are accessible through a secure mobile application for iOS or Android smartphones and on any web-enabled device. Consolidating all study information in one place reduces the effort for busy monitors and research staff to reference the most current study information and helpful tips to reduce deviations. The advantage is even greater for site staff managing studies across multiple sponsors; if all the sponsors use Teckro, the site staff has only one place to go across all studies and sponsors.

Considering the global nature of many trials, administrators can choose to send messages immediately or schedule updates at appropriate times, with the ability to have Teckro Engage automatically determine where in the world the audience is. This reduces the risk of an important message being missed because it was delivered in off hours.

## Tailor messages with granular segmentation

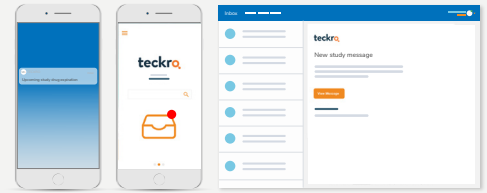
Teckro Engage provides granularity to filter messages for relevant individuals, roles, sites or countries. For example, administrators can target a message to sites that are impacted by a particular protocol version change. It is also an opportunity to send helpful tips to sites that may have a higher rate of deviations.

A web-based console guides the administrator through simple steps to create a message. This includes the ability to select or exclude roles, sites or countries from a given message with a simple check box.

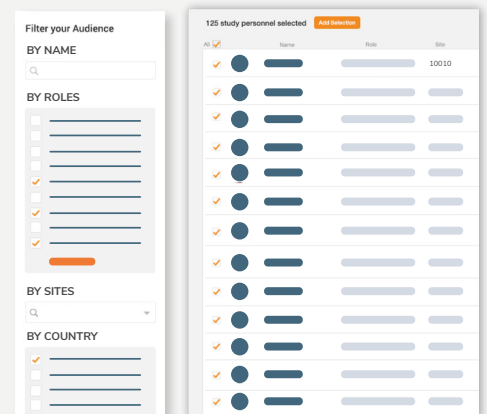
## View sent messages in one place

Teckro Engage features an administrator dashboard that includes all messages sent, to whom, when and performance metrics. This single view gives everyone the same picture on what messages are being sent and statistics on message effectiveness. This visibility is nearly impossible if messages were sent by individuals through their own email system.

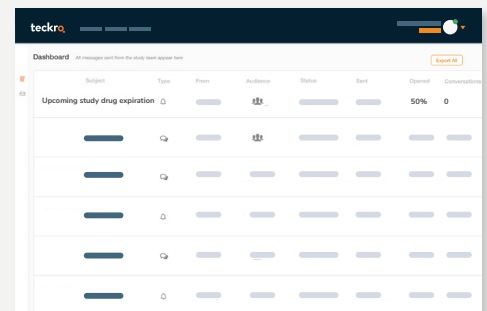
From a risk management perspective, this single view of message history ensures a seamless chain of communication across study team members so that there is an audit trail of messages, when they were sent and to whom. If required, messages may be individually or bulk exported into a PDF format for inclusion in the Trial Master File (TMF).



Teckro Engage reduces the chance of important updates being missed, with a number of options to alert users of new messages.



Teckro Engage filters focus messages so they are relevant and timely for a target audience.



Teckro Engage consolidates all messages sent by study team members so there is a central record of what was sent, when and to whom. Open rates show message effectiveness.

# Have a question about your clinical trial? Teckro the answer.

For more information or to request a demo, visit [www.teckro.com](http://www.teckro.com)