Product Overview

Every clinical trial starts with a question.
At Teckro we asked:

- Why can't physicians have a direct line with study experts at the point of care?
- How can study teams ensure research staff have timely answers and all queries are managed to resolution?
- What if study teams could respond proactively to insights on research personnel challenges?

Teckro Connect
Clinical trial support, straight from the experts

For all the depth in the protocol to give instruction for investigators, research staff and clinical research associates (CRAs) on the conduct of clinical trials, there are times when expert advice is still needed. Today, however, research staff are largely disconnected from medical and scientific experts.

Protocols have more endpoints, distinct procedures, and eligibility criteria than a decade ago. The irony, however, is that the methods for providing clinical trial instruction haven't evolved in decades. Protocols are still often accessed on paper or as PDFs in an online portal from a desktop computer[1]. Even with quick reference guides and FAQ logs, research staff lack immediate answers to clarify a point in the protocol or confirm a decision.

Teckro Connect breaks down the barriers that separate research staff from the experts who can provide immediate clarification or guidance.

As a secure, dedicated channel, Teckro Connect pairs research staff and CRAs with multiple predefined expert groups - on hand to provide clarifications to protocol instruction or confirm the correct decision. With the Teckro Platform, research personnel have access to both study content and secure communication from their mobile device. Teckro Search delivers immediate access to answers from the protocol and other study documents. When the need arises for personalized support, Teckro Connect is the direct line to raise queries with study experts for real-time guidance.

Teckro Connect Benefits:

- Reduce the time to resolve questions by directly linking investigators and research staff with study specialists
- Improve the quality of study information when it is transmitted directly from experts
- Streamline communication through a compliant, auditable dedicated channel
- Simplify contact management by assigning study experts and sites to multiple predefined groups, leveraging specific expertise

Teckro Connect is part of the Teckro Platform.

Teckro cloud software is accessible from iOS and Android smartphones or a secure web application. With a simple, intuitive user interface, there is virtually no user training required.

The other Teckro modules are:

- **Teckro Search** instant study information anytime, anywhere
- **Teckro Engage** proactive study alerts with essential guidance or critical updates
- **Teckro Survey** direct feedback from research staff and monitors

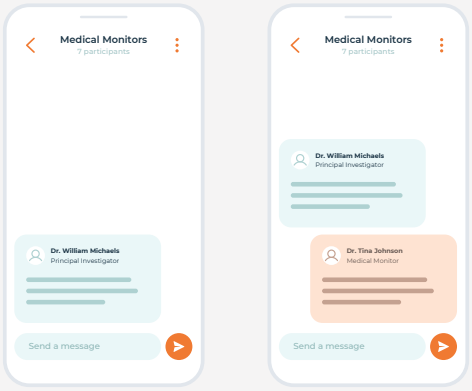
Teckro uses industry best practices to preserve data sovereignty by region and is compliant with major industry regulations, including 21 CFR Part 11. As part of your clinical operations ecosystem, Teckro can integrate with other key clinical applications.

(1) Source: Tufts CSDD-Teckro 2020 Study on Investigative Site Protocol Administration Referencing Practices

Secure, compliant channel for research staff to initiate conversations with experts

Teckro Connect is always available to research staff on their smartphone so they can initiate a conversation on the spot with study experts if clarification or further guidance is needed. It is launched by simply tapping on Connect in the Teckro mobile app and has a familiar messaging interface.

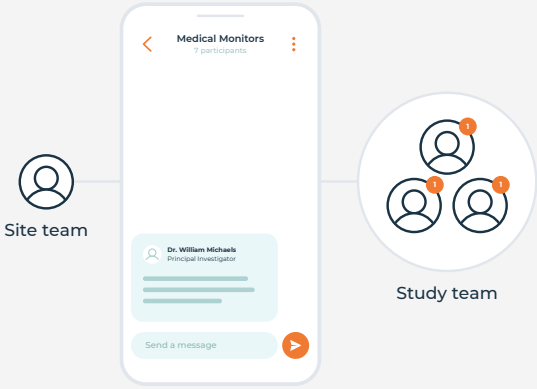
Now research personnel can confirm a specific point about eligibility criteria or screening visit procedures while they are with a potential trial participant. Investigators can confirm decisions such as dose modifications or permitted conmeds in the case of toxicity management. However, while Teckro Connect can be used to gain expert advice to treat an adverse reaction, it is not intended to be used to report adverse events or serious adverse events.



Research personnel initiate a Teckro Connect conversation from their smartphone.

Configure multiple expert groups so that no questions are left unanswered

Experts are assigned to groups preconfigured by the study team, optimizing communication at the point of care. Generally, study teams will set up multiple subject-specific groups, containing multiple expert contacts, enabling targeted query channeling and continuous support across time zones. All members receive a real-time notification on their mobile device alerting them to a conversation, meaning they can respond quickly and then continue with their day. Any of the experts can respond and the thread is visible to the entire group, allowing others in the group to add further clarification or information. With multiple experts assigned to a group, support is continual. If a member is unavailable, another can pick up the query. Experts can also be easily added or removed by the study team.

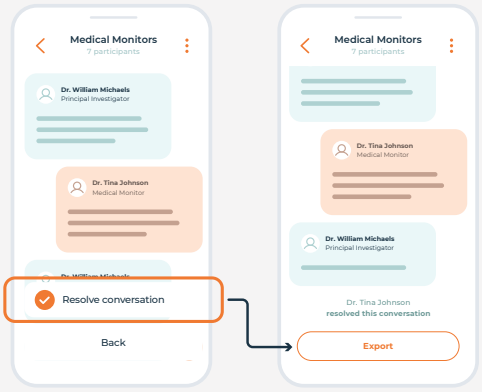


Study experts are assigned to Teckro Connect groups and receive immediate notification when research personnel initiate a conversation.

Manage all conversations to resolution

The conversation thread stays open and active until queries are fully resolved. This allows research personnel to ask additional clarifying questions. Once the conversation is complete, anyone in the group can mark it resolved. The conversation may also be exported for inclusion in the study reporting documentation.

Study teams can measure how quickly conversations are resolved so that they can ensure experts are providing timely responses to site staff. Study teams can also be proactive based on the insights gained from questions asked in Teckro Connect. Additionally, Teckro Engage messages can be used to send a proactive update to a broader group that could benefit from the guidance or clarification provided in a Teckro Connect conversation.



Conversations are managed to resolution. Afterwards, they can be exported for inclusion in the study trial master file.

Have a question about your clinical trial?
Teckro the answer

For more information or to request a demo, visit **teckro.com**