

# Every clinical trial starts with a question.

At Teckro we asked:



- Q How can we make it easier to communicate study updates and essential guidance to the right people?
- Q How can we make it easier to alert busy monitors and research personnel of important study communication?
- Q How can study teams measure communication effectiveness to ensure their messages are being received?

## 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 informal methods.**

Through the course of a trial, protocol amendments are necessary to address participant safety or changes in study design. Over time, essential guidance can help research staff correctly conduct the trial. And it helps to keep staff and monitors current on progress such as available slots in a particular cohort or enrollment status. However, cluttered email inboxes, informal communication channels, and slow-moving paper make it hard for research staff and monitors to have a consolidated view of study communications.

**Teckro Engage delivers relevant, timely guidance and essential updates to help research staff and monitors.**

With granular filters built in Teckro Engage, study administrators can target messages by individuals, roles, sites or countries so that the communication is relevant and timely for the recipients. Study team have a consolidated view of all study messages in one place so they can see what messages were sent to whom and when. The dashboard also tracks who is opening the messages.

Now, with Teckro Engage busy monitors and research staff have a single system to find all communication, rather than combing through emails, text messages or paper memos. Push notifications to their smartphones will alert them to the fact they have a message, further increasing the chances that they will read it.



### Teckro Engage Benefits:

- Proactively manage compliance with relevant, timely study guidance or critical updates
- Target communication to selected sites, roles or countries based on trends in Teckro Search activity dashboards
- Allows sponsors to deliver safety letters quickly to investigators, as required by the reporting process for FDA approvals
- Measure message effectiveness by tracking open rates

## Teckro Engage is part of the Teckro Digital Engagement 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 applications are:

- **Teckro Search** instant study information anytime, anywhere
- **Teckro Connect** real-time, controlled interactions between research staff and study experts
- **Teckro Survey** direct feedback from research staff and monitors

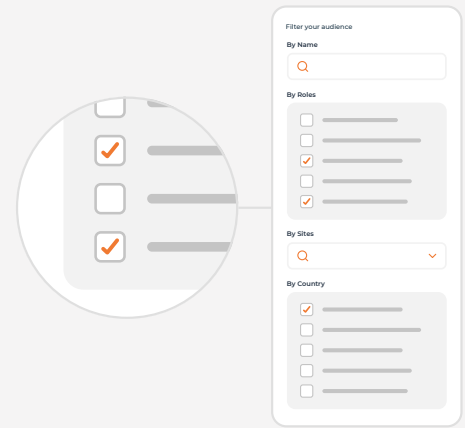
Teckro uses industry best practices to preserve data sovereignty by region and is compliant with major industry regulations, including 21 CFR Part 11. As part of your clinical operations ecosystem, Teckro can integrate with other key clinical applications.

## Tailor messages with granular segmentation

Teckro Engage allows study teams to define granular target audiences for their messages by roles, sites, countries or even specific individuals with simple check boxes. A web-based console guides the administrator through simple steps to create a message. Considering the global nature of many trials, messages can be sent immediately or schedule to be delivered at a certain time. Teckro Engage can adjust the delivery for local time zones of the recipients so they consistently receive the message at a specific time.

When paired with Teckro Search, study teams can proactively send messages in response to insights from the search activity dashboards. For example, guidance can proactively be sent if there are a number of sites searching on the same topic, such as permitted comeds to treat a skin reaction.

Additionally, if the same types of queries are coming through Teckro Connect, study teams may choose to send a Teckro Engage message to sites users or monitors who would benefit from clarifications that are being provided by medical monitors via Teckro Connect conversations.

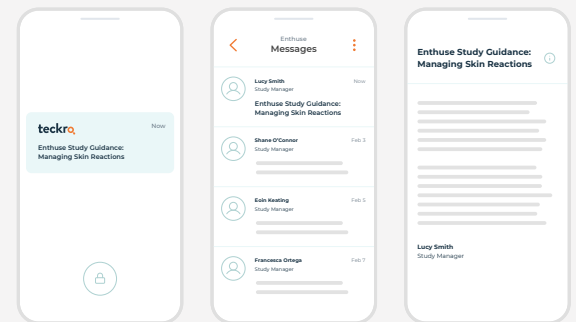


Teckro Engage gives study teams the ability to select recipients so messages are relevant and timely for the target audience.

## Important study guidance all in one place

Teckro Engage messages are accessible through iOS or Android smartphones or a secure web app. Push notifications alert users of the message, and there is an option for email notifications as well. Users can click from their smartphone to read the message on the spot. If set up by the administrator, the message will be received by a specific time for the local time zone.

All messages from Teckro Engage are consolidated in one place so it is easy for busy monitors and research staff to reference the most current study information and essential guidance. Unlike other informal communication channels, Teckro Engage is 21 CFR Part 11 compliant.



Teckro Engage alert users of new messages, which they can access directly from their smartphone through the secure mobile app.

## Track message effectiveness

Teckro Engage features an administrator dashboard that includes all messages sent, to whom, when. It also records individual message open rates so everyone on the study team has visibility into what communication is being sent and statistics on message effectiveness.

When using Teckro Survey to capture feedback, the survey messages will also be shown in this same dashboard. This single view ensures a seamless chain of communication across study team members so that there is an audit trail of messages. If required, messages may be individually or bulk exported for inclusion in the Trial Master File (TMF).

A screenshot of the Teckro Engage administrator dashboard. It displays a table of messages with columns for Subject, From, Status, Sent, and Opened. An 'Export All' button is in the top right corner.

Subject	From	Status	Sent	Opened
Enthuse Study Guidance: Managing Skin Reactions	Lucy Smith	Sent	Today at 9:00 AM	100%
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████████████████████	██████████	██	██████████	██
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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 [teckro.com](https://teckro.com)