

# WHY DO CUSTOMERS RECOMMEND KAYENTIS FOR OPERATIONAL EXCELLENCE?

Kayentis recommendation rate = 95%\*



## CUSTOMER-CENTRIC APPROACH

- Willingness to go the extra mile
- Solution-oriented to always find the best practices for any project
- Lessons-learned approach for continuous improvement
- Strong portfolio performance monitoring (Key Performance Indicators)
- Dedicated governance team to ensure alignment with client standards and expectations



## END-TO-END PROJECT MANAGEMENT EXCELLENCE

- Early cross-functional review of every protocol (Medical, Operations, and Product team) for a targeted project proposal and implementation
- Highly qualified and clinically focused Project Managers (PhD, PharmD, MSc)
- Project management lead according to the study requirements:
  - Project managers highly knowledgeable on electronic implementation and questionnaire migration principles
  - Partner with Linguistic Validation Agencies (LVA) for questionnaire translations, licensing, and screenshot validation
  - Flexible set-up with programmed edit checks & score calculations to meet protocol requirements
  - Project managers are side-by-side with client team until study close-out activities are complete



## OPERATIONAL SCALABILITY

- Strong processes to streamline set-up, maintenance, and close-out activities
- Business Unit operational organization able to adapt to rises in activity
- Automation for faster study start-up
  - Screenshot tool shared with LVA partners
  - Questionnaire library
  - Logistics automation for fast device preparation
- Years of partnership with LVAs guaranteeing streamlined communication and processes



## STRONG DATA MANAGEMENT EXPERTISE

- Data management services provided throughout the study:
  - Data managers involved from the very start
  - Robust functionalities to ensure robust data management throughout the study
  - Continuous database review and cleaning
  - Aligned with Good Clinical Practice (GCP) and regulatory expectations

## LOGISTICS AND HELPDESK CAPABILITIES

- Worldwide logistics deployment with dedicated and specialized carrier companies
- Dedicated process for China
- Customization of patient and site documentation (e.g., user guides)
- 24/7 Helpdesk capabilities for patients and sites



\*survey of Kayentis clients conducted in 2023