



CASE STUDY

Industry Leading Biotechnology Company Automates Clinical Payments Enterprise-wide with eClinicalGPS®

ClinicalGPS played an integral role in a top 10 global sponsor's mission to modernize clinical investigator payment processes

30 Countries
90 Studies
2500 Payees

The Challenge

One of the largest biotech in the world is committed to unlocking the potential of biology for patients suffering from serious illnesses by discovering, developing & manufacturing innovative therapeutics.

In support of this mission, this sponsor is increasing both the number and complexity of clinical trials being conducted around the world. As protocol complexities increase, there are more global requirements and contracts being impacted. This includes the need to support data transparency reporting requirements along with an increased expectation for their team to work within numerous technology solutions to support a top-performing trial while minimizing risk. These factors have placed a significant importance on payment processes.

The clinical trial landscape is not the only trend impacting payments. The increasing capabilities and availability of specialized, scalable solutions, the movement to SaaS, and maturing of payment solutions are becoming more relevant for large pharmaceutical companies.

The limitations of the sponsor's existing processes were impacting their sites as well as their business. The clinical sites were suffering from resource constraints, spending valuable time dealing with payment discrepancies. They also were suffering from the inability to predict income, uncertain of when a payment was going to arrive.

The sponsor was facing difficulties with tracking payment details, critical for financial transparency and requirement details. There was a limited number of resources supporting payment tasks that were creating delays in study activities. Most importantly, the sponsor's reputation and credibility with site partners was being impacted.

10-20%
time savings
experienced
across 100 study
coordinators

The Result

The sponsor began to evaluate solutions to automate their site payment process, but quickly recognized that by only addressing the payments portion of the process, they would be limited in their benefits of this solution. The sponsor chose eClinicalGPS because it was the leading solution in the market and the only solution solely built to address clinical trial payments with a focus on site centricity, designed for efficiency and a better site experience. This “best in breed” solution gave the sponsor confidence in the technology, knowing that the sophisticated solution was not an “add on” to an existing product, rather that the team has built the product with the flexibility needed for their payment process. Given that eClinicalGPS is a stand-alone product, the sponsor felt that only this solution offered the flexibility to be configured to fit their needs.

The team took a holistic approach which included standardizing global budget processes, creating an internal clinical payments database and implementing key integrations (ERP, EDC) that connected to eClinicalGPS to distribute payments to sites.

The main focus in implementing this solution was to remove manual touchpoints. With an automated end-to-end process, the team has truly automated the entire payment process, and has even been able to leverage the data for budget design. Automating configuration improves controls, reduces errors and keeps the sponsor in the ownership role. Additionally, with a robust payment trigger, collection process holdback is no longer necessary.

Next Steps

As with any technology implementation and transformational period, there is continuous improvement and opportunity to further streamline and simplify the process. The key next stage is to seamlessly integrate budgeting and contracting capabilities with eClinicalGPS, to further automate the process and allow for a more holistic view of the planned / actual expenditures.



Greenphire is a Thoma Bravo-backed software company specializing in providing comprehensive solutions for streamlining clinical trials. With a focus on optimizing patient and site experiences, Greenphire offers innovative software for travel and logistics support, automated patient and site payment solutions, and trial budgeting software and analytics.

Greenphire Means GO.