

Diligent® Qualification Platform

The changing clinical trial landscape and regulatory requirements demand higher quality, compliance, and efficiency in the execution of clinical trials. The Diligent Qualification Platform meets those needs with a cloud-based technology and suite of services that enables Sponsors and CROs to rapidly identify, evaluate, and select clinical service providers. The long-term benefits of a centralized platform include reducing risk, and data-driven, higher quality decision making.

Combination of Technology, Consulting Services, and Tools



TECHNOLOGY

Vendor qualification and selection decisions are supported through a cloud-based centralized platform with a robust database at its core.

- Repository of completed RFI questionnaires.
- Searchable by key parameters.
- Ability to compare multiple provider RFIs.
- Smart technology capabilities
- Provider ownership of their information.



CONSULTING SERVICES

Consulting services assist sponsors to develop a comprehensive approach to vendor qualification.

- Design/installation of vendor qualification procedures.
- Provider qualification assessments and assessment strategy.
- Support for continuous Provider oversight.
- Strategic planning for Provider portfolio management.
- Staff augmentation for business process outsourcing.



TOOLS

RFI questionnaires are completed by Providers and stored in the Diligent Qualification Platform.

- Sponsors and CROs view Provider qualifications via the Diligent Qualification Platform.
- Scorecards and checklists are also available.

A Range of Qualification Options

The Diligent® Qualification Platform offers a range of service levels to meet your specific qualification needs.



Identifying the gaps



Closing the gaps



Enhanced support

BASELINE ASSESSMENT

- Interview subject matter experts and key stakeholders.
- Review relevant SOPs or procedures and associated tools and work instructions.
- Identify gaps related to external regulations and leading practices.
- Review completeness of qualification documentation packages for providers.
- Provide a gap assessment report and action plan to close the gaps.

PROVIDER QUALIFICATION PLANNING & SUPPORT

- Support implementation of process improvement recommendations.
- Procure any missing or out-of-date information for the providers evaluated during gap assessment.
- Provide one year of enterprise-level access to the Diligent Qualification Platform.
- Identify key risk considerations for specific providers.

TAILORED STRATEGIC QUALIFICATION PLANNING & SUPPORT

- Provider qualification strategy development.
- Qualification assessments.
- Access to the Diligent Qualification Platform.
- Additional Avoca Group consulting services.
- Business process outsourcing.



Technology-enabled DIY

Standalone access to the Diligent Qualification Platform technology with available APIs for integration into other systems. For Members of the Avoca Quality Consortium (AQC), ability to integrate with oversight tools in the AQC Knowledge Center.

With the Diligent Qualification Platform, you can:

- Reduce your ICH E6 (R2) compliance risk.
- Enable data-driven, higher quality decisions regarding Provider selection.
- Achieve shorter timeframes to onboard new providers and capabilities.
- Utilize a more cost, time, and resource efficient model.
- Access robust tools and business processes.
- Streamline the data collection process.
- Reduce your administrative expense.