



Diligent® Standardizes and Streamlines the Vendor Qualification Process

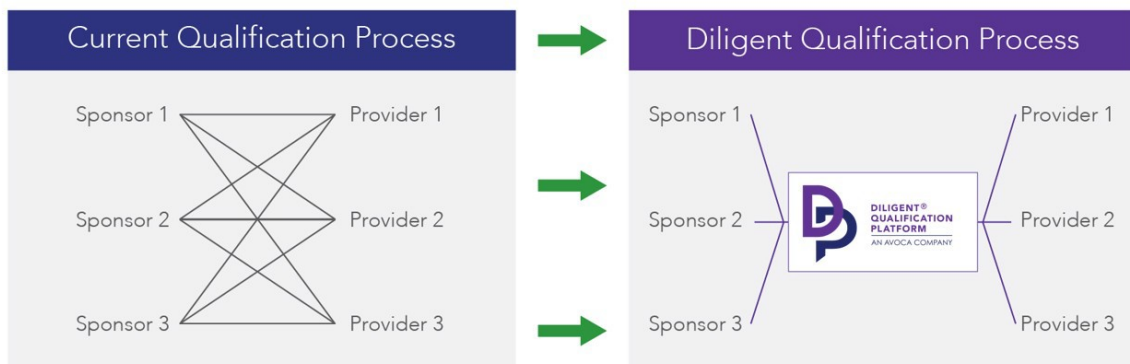
- Standardizes and organizes provider Request for Information (RFI) and Vendor Qualification Assessment (VQA) information
- RFIs and VQA reports accessible through the Diligent database
- New provider RFI and VQA requests processed through the Diligent Platform
- Based on common, rigorous, current qualification standards developed by Avoca Quality Consortium® subject matter and industry experts

Core Benefits

- Significant cost and time efficiencies
- Shared standards and information across the global organization
- Standards-driven: Risk management based on current regulations
- Automated technology drives efficiency and provides up-to-date information

Scalable Technology with Innovative, Cloud-based Platform

Centralizes provider qualification and aligns with regulatory requirements.



<p>STANDARDIZATION Rigorous Qualification Standards and Shared Standard Information across the organization</p>	<p>EFFICIENCY Delivers a more cost, time, and resource efficient model for sponsors and providers.</p>	<p>SPEED Delivers shorter timeframes to onboard new providers and capabilities.</p>	<p>REDUCED RISK Common Quality Standards mitigate risk and ensure compliance with regulations.</p>	<p>INNOVATION Drives innovation by enabling the use of qualified emerging technology providers.</p>
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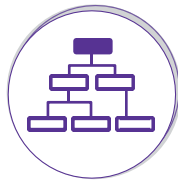
Core Elements

Diligent® offers end-to-end provider qualification based on rigorous standards, with shorter cycle times and at a lower cost.



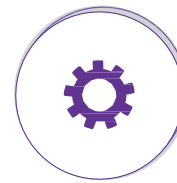
TECHNOLOGY

- Centralized technology-as-a-service with robust database at its core
- Completed RFI questionnaires, VQA reports and supporting information
- Web-based access
- Searchable by key parameters
- Compare RFIs for multiple providers
- Request VOAs and purchase VQA reports
- Smart technology capabilities



SERVICES

- Risk-based qualification procedures
- Vendor Qualification Assessments (VOAs) and assessment strategy
- Support for continuous provider oversight
- Strategic planning for provider portfolio management
- Staff augmentation for business process outsourcing



STANDARDS/TOOLS

- Avoca Quality Consortium®-developed standards and tools* related to qualification include:
 - ✓ Qualification criteria
 - ✓ RFI questionnaires
 - ✓ Scorecards
 - ✓ VQA checklists

* The Avoca Quality Consortium maintains stewardship over the evolving landscape of standards for qualifying clinical service providers.

Diligent Qualification Platform: RFI and VQA Content and Standards

Core Services

Diligent leverages industry-leading standards and expertise to provide robust and up-to-date RFI and VQA information on the most frequently outsourced functions:

- Field monitoring
- Data management
- Biostatistics
- Medical writing
- Phase I units
- EHR for recruitment
- Mobile healthcare provider visits

Endpoint Services

In addition to the core functional service areas, Diligent includes these endpoint-generating service categories:

- Central laboratories
- IRT services
- Central ECG services
- Medical imaging services
- Biomarker laboratories
- Bioanalytical laboratories
- Clinical outcome assessments

2020 Additions

- e-Reg binder
- Actigraphy/Wearables
- e-Informed consent