

*Welcome to our webinar for
clinical trial service providers*



How to cut the time and cost of RFIs and Vendor Qualification

Feb 23, 2022

Meet the Diligent Team!



Marnie Kanarek
Provider Community
Manager



Janice Hutt
VP Strategy & Sales



George Parrish
Director, Business
Development



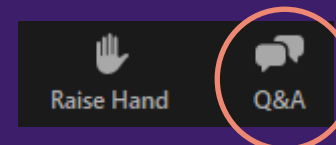
Kathy Cruz
Director, Product Operations

Today's Agenda

- **Intro to Diligent** - Janice
- **RFI Services and VQA Services** - George
- **How big is Diligent?** - Marnie
- **Becoming a Diligent Provider** - Kathy
- **Demo of the platform** - Kathy
- **Product Support** - Kathy
- **Q & A**

We will send you links to a copy of today's slide deck and a recording of the webinar

Ask questions at any time using the Q&A button at the bottom of your Zoom window



DILIGENT



Our Vision

To deliver an innovative, first in class, solution to optimize the industry's supplier qualification processes.

Complete one "best in class" RFI for distribution to all buyers. Decrease time. Save money.

Focus resources on higher level activities.



PROVIDER COMMUNITY

Efficiency

Speed



Details of your capabilities are available to requesting sponsors as soon as you approve release

Quality



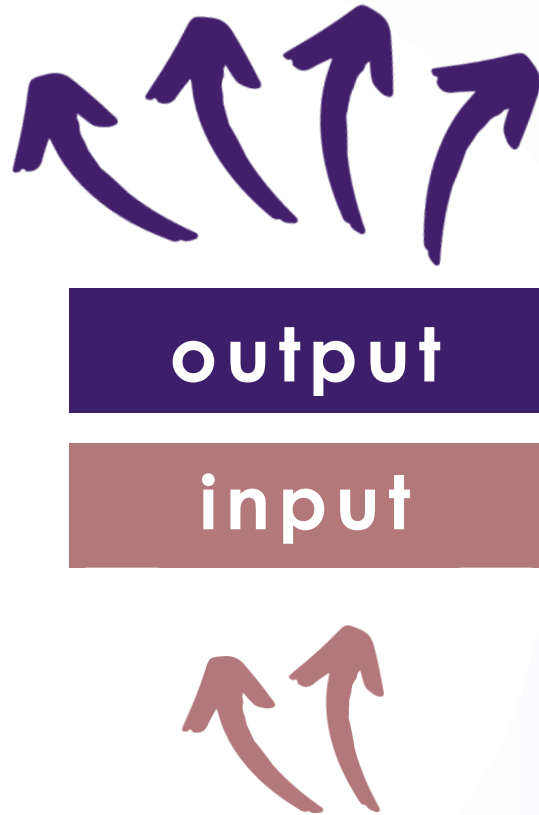
Your capability information is submitted in the most comprehensive industry-vetted templates



Costs

Your teams focus on other tasks. They don't have to fill out multiple "slightly different" RFIs

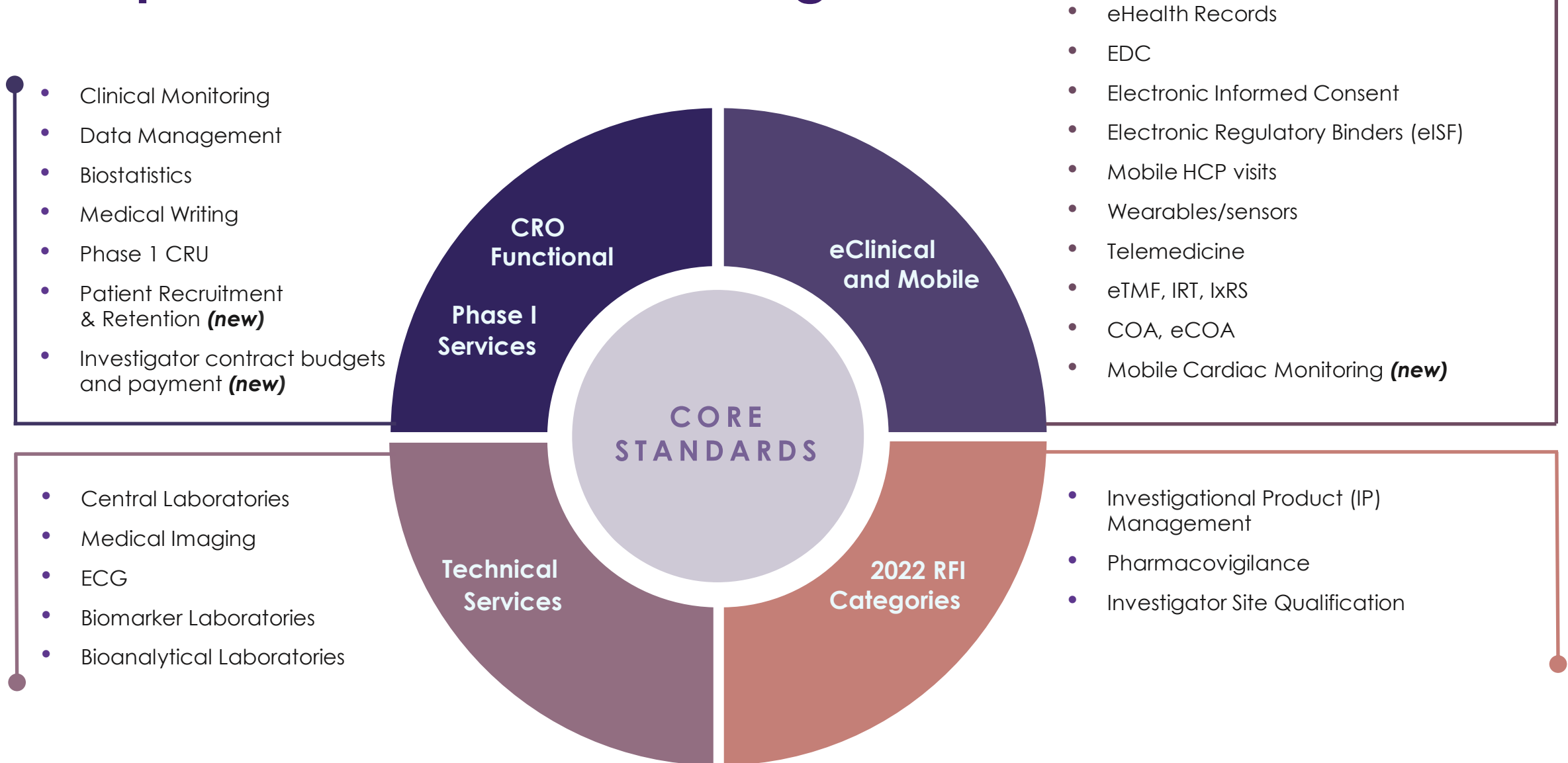
Efficiency



We magnify the utilization of your output through our network...

...while we minimize your input redundancy.

Comprehensive service categories



Core standards are completed by all Diligent providers

1

ORGANIZATION

Financial Stability
Insurance Standards
Ethics/Anti-Bribery/Anti-Corruption

2

QUALITY MANAGEMENT SYSTEMS

Third-party Quality Management & Oversight
Document Management & Control
Risk-based Quality Management Systems

3

PRIVACY & PERSONAL DATA PROTECTION

Computer Systems/21 CFR Part 11
Compliance

4

OPERATIONS & PROJECT MANAGEMENT

Data Management & Transfer
Staffing & HR Management
Training
Facilities Management

After the RFI

- The Sponsor (or CRO) selects you based on your RFI responses
- A request is made for a Diligent Vendor Qualification Assessment (VQA)
- We schedule with your team and send one of our auditors to qualify your organization

Multi-Sponsor Vendor Qualifications can save you significant time hosting on site.

You can approve Diligent sharing a VQA with our subscribers.

Your client can start to work with you within days of requesting your information.

Your concerns are addressed

Relax! When you join the Diligent platform as a provider of clinical trial services or technologies:

- There is no cost for you
- You retain complete control over which sponsors see your confidential RFI answers
- Your RFI answers cannot be seen by other service providers
- Your answers are reviewed by our RFI QC team before they are released
- You have the opportunity to amend your RFI details for each sponsor/ each trial
- You have ongoing support by our team

Size and growth of Diligent

The Diligent Qualification Platform is growing fast. It is currently used by:

- 8 Sponsor companies including 3 of the top 10 pharma
- 110 Providers active in the Diligent Provider Community

Since Jan 2020 we have had:

- 280+ RFIs requested
- 64+ Vendor Qualification Assessments (VQAs) requested
- 50+ VQAs performed



**110 providers of clinical trial services
and technologies are already
in the Diligent Provider community**

What happens when you join Diligent?

1. Brief introductory call to align resources for onboarding
2. Execute a provider agreement
3. 30-minute Kickoff Meeting to explain the process, identify the right individuals and establish User IDs and Passwords
4. 30-minute training session with your users
5. Ongoing support by Diligent staff when required

Demonstration of the Platform

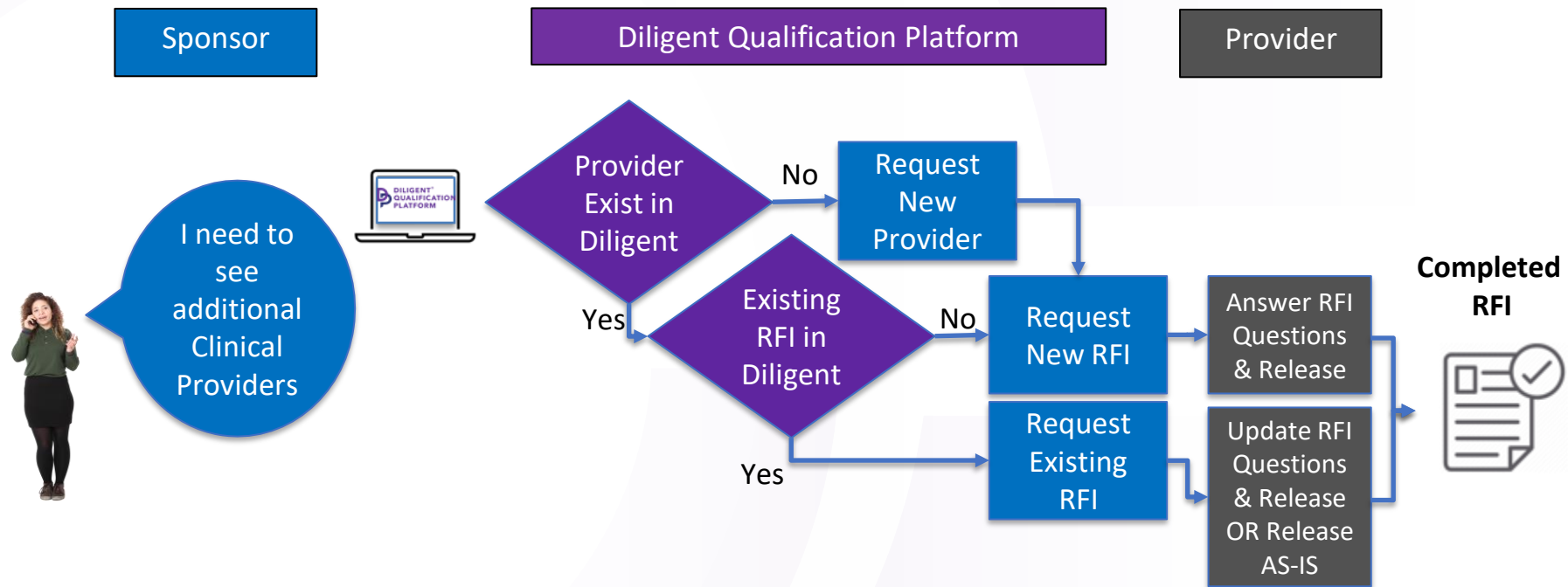
Please open <https://vimeo.com/diligentpharma/1mindemo> for a quick overview of the platform

The screenshot displays the 'DILIGENT QUALIFICATION PLATFORM SPONSOR PORTAL' interface. The left sidebar contains navigation links: Dashboard, Find Providers, Request RFI's, View Requested RFI's, View Released RFI's (selected), Assessment Request, My Assessments, Manage Users, RFI Comparison, Shared Assessment, and Ask For Help. The main content area is titled 'Released RFI's List' and includes a search bar and a 'Request Assessment' button. A table lists six released RFIs with columns for Provider, First Name, Last Name, Email Address, RFI's Type, RFI Version, Requested Date, Released Date, Actions, and Download. A dropdown menu is open for the first row, showing 'Excel' and 'PDF' options. The bottom of the image shows a partial view of a table with columns for BXT5.1, a question about lab staff experience, and a question about staff experience with IVD manufacturers.

Provider	First Name	Last Name	Email Address	RFI's Type	RFI Version	Requested Date	Released Date	Actions	Download
VendorABC	Luke	Bryant	vendorabc@demo.com	Core RFI	1.0	6/28/2021 3:44:09 PM	6/28/2021 3:45:05 PM	View View Queries Response	Download
VendorXYZ	Brian	Healey	vendorxyz@demo.com	Core RFI	1.0	6/28/2021 7:41:42 PM	6/28/2021 7:45:22 PM	View View Queries Response	
VendorXYZ	Brian	Healey	vendorxyz@demo.com	CRO Data Management RFI	1.0	6/28/2021 7:41:42 PM	6/28/2021 7:45:30 PM	View View Queries Response	Download
VendorABC	Luke	Bryant	vendorabc@demo.com	Biomarker Lab	1.0	7/19/2021 8:54:58 PM	7/19/2021 8:57:16 PM	View View Queries Response	Download
VendorXYZ	Brian	Healey	vendorxyz@demo.com	Biomarker Lab	1.0	7/19/2021 8:56:13 PM	7/19/2021 8:56:44 PM	View View Queries Response	Download

BXT5.1	Does the lab have staff with 510K or PMA experience for working with a Diagnostics Company? If yes, please describe.	No	Yes	Our staff has worked with EIGHT 3rd party IVD manufacturers in support of 510K or PMA

Macro Processes for Providers



Product Support

- We aim to provide an extraordinary experience for Diligent users
- A feature rich platform with an intuitive interface
- Help for service providers to reach trial sponsors and designed to ease entry and management of RFI details
- Innovative online platform with outstanding customer and technical support by a talented team
- Product roadmap driven by user feedback in collaboration with our product developers

USER SUPPORT



TECHNICAL SUPPORT

- Product features & enhancements
- Response Versioning in latest release



PROVIDER SUPPORT

- Responsive team dedicated to ensure an extraordinary user experience
- Dedicated support channel



PROVIDER TRAINING

- Available to all customers for any platform functionality
- Quick Reference Guides



USER FEEDBACK

Summary of benefits for you

- Increase exposure to the trial Sponsors actively looking for new providers
- Decrease time, resources and costs with one set of RFI answers for multiple trial sponsors
- Showcase your company on our Diligent Provider Community page and in our bimonthly newsletters to the Provider Community, as well as in the quarterly updates to our Sponsors.
- Demonstrate your organization's commitment to innovation and efficiency



Thank you for listening. Any questions?

Next steps

Contact Ray Lloyd - Director, Provider Services
for a personalized demonstration and a
no-obligation discussion

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**Let's start to cut the time and costs
of RFIs and Vendor Qualification!**