

Optimize Clinical Trials

Clinical Research Organization

Challenge

A leading life sciences company needed an efficient, secure way to share clinical trial information, reports, and documents with clients online. The fragmented process made real-time trial data and updates hard to access. The customer sought a digital solution to streamline communications, ensure compliance, and improve the experience for coordinators and clients.

Solution

TEKsystems Global Services partnered with the customer to implement a customized Salesforce Community Cloud portal:

- **Coordinator Portal for Clinical Trials:** Built with Lightning components and LWC framework.
- **API Integrations:** Connected Salesforce to the customer's clinical trial system for real-time data.
- **Custom Homepage:** Used Box UI for centralized access to trial information and documents.
- **Adobe e-sign Integration:** Enabled secure, compliant document handling and digital signatures.

This Customer Community gave clients a secure online destination to view or download trial information, results, and documents.

Results

- **Streamlined Client Experience:** Clients gained secure, easy access to all clinical trial information and documents in one place.
- **Operational Efficiency:** Automated data flows and digital document handling reduced manual work for the customer's staff.
- **Compliance & Security:** Adobe e-sign and Salesforce features ensured regulatory compliance and data protection.
- **Scalable Platform:** Designed to grow with the customer's expanding clinical trial portfolio.
- **Positive Feedback:** Early adoption showed improved satisfaction among coordinators and clients.

Enabled all clients to securely access key trial data through one portal

boosting efficiency and satisfaction.