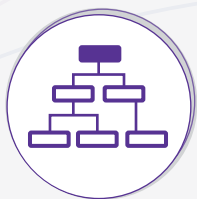


Diligent[®] Qualification Platform

The Diligent Qualification Platform supports provider qualification decisions and was built based on The Avoca Group's 20+ years of experience in clinical outsourcing as well as the company's fluency in global regulatory requirements. Inherent within the Diligent Qualification Platform is a rigorous set of industry standards and tools developed and vetted by Member companies of the Avoca Quality Consortium[®] (AQC).

Combination of Consulting Services, Technology, and Tools



CONSULTING SERVICES

- Risk-based 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.



TECHNOLOGY

Web-based access to a centralized platform, with a robust database at its core, to manage and share qualification information:

- Completed RFI questionnaires and supporting information for participating providers.
- Searchable by key parameters.
- Compare RFIs for multiple providers.



TOOLS

AQC-developed tools related to qualification include:

- RFI questionnaires.
- Scorecards.*
- Visit checklists.*

** Currently only available to AQC Members*

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

Performed by The Avoca Group experts

- 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

Developed by The Avoca Group experts

- 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- Procure any missing or out-of-date information for the providers evaluated during gap assessment.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 Avoca Group's Diligent Qualification Platform.
- Identify key risk considerations for specific providers.

TAILORED STRATEGIC QUALIFICATION PLANNING & SUPPORT

- Provider qualification strategy development.
- Qualification assessments.
- Access to The Avoca Group's Diligent Qualification Platform.
- Additional Avoca Group consulting services.
- Business process outsourcing.
- AQC® Membership.



Technology-enabled DIY

Standalone access to the Diligent Qualification Platform technology with available APIs for integration into other systems. For AQC Members, 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.