



Training and Customer Support

Access Best in Class Support For Any Type of Clinical Research Project – Start to Finish.

MedNet Solutions is dedicated to providing the highest quality training and support services possible to help our customers succeed and to ensure they get the most out of their technology investment.

Because we've assembled an established team of knowledgeable professionals with previous experience working in sponsor, CRO and clinical settings, we have the real-world understanding needed to effectively support any type of clinical research project – from start to finish.

- **iMedNet Designer Training**
 - MedNet offers its *iMedNet*™ Designer Training program to help facilitate optimal understanding of the platform. This event consists of live, instructor-led training on system functionality utilized to set up, test and maintain study communities.
 - Candidates who successfully complete the initial *iMedNet* Designer Training and remain up-to-date on their ongoing training requirements are recognized as Certified Designers and are eligible to receive designer support for each study initiated by their organization.
- **Additional Training Resources**
 - Additional *iMedNet* training resources include a variety of in-person, online and multi-media educational options. These include on-site training, written guides, videos, and access to the *iMedNet* Knowledge Base, in addition to ongoing maintenance training.
- **Project Support**
 - At the initiation of every project, clients are assigned a dedicated Technical Project Operations (TPO) lead, selected based on your particular study's therapeutic area, phase, complexity and scope.
 - In addition, supportive TPO team members are appointed based on applicable clinical experience and serve as a daily resource to assist in keeping your study on track and on budget.
- **Consulting**
 - Whether you need advice regarding optimal study design or insights into system validation and compliance best practices, MedNet's eClinical experts are available when needed.
- **Technology Project Management**
 - From comprehensive services to a la carte offerings to supplement your internal teams, we're also available to set up, test and deploy *iMedNet* if requested.
- **Customer Service**
 - MedNet's superior customer service helps keep your study moving forward.
 - Our knowledgeable and highly responsive technology support team is available via phone or email 24/7, 365 days a year.
 - At MedNet, our teams are fully devoted to assisting customers in meeting their study goals by providing the highest quality training and support in the marketplace.