



Global Remote Service Center



SERVICE OVERVIEW

Chiltern offers a Global Call Center which serves as our global remote service center to operationalize global projects. This capability is an integral part of successful project management and implementation of remote monitoring and site management support. The global remote service center operates from central hub locations in the US,

Germany, Brazil and India, providing robust global coverage for clinical study support, data collection using Computer Assisted Telephone Interview (CATI), Patient Reported Outcomes (PRO) data collection and help desk support for Electronic Data Capture (EDC). All study specific services are matched to customer specifications.

REMOTE SERVICE CENTER CAPABILITIES

- DATA LABS Account set up and administration
- DATA LABS 1st Level Help Desk Phone Support
- MEDIDATA RAVE Account set up and Individual Data Base Assistance
- Professional phone monitoring
- Motivation – Investigator – Recruitment Calls
- Computer Assisted Telephone Interviews (CATI) and Service Hotlines



LEAD EXPERIENCE:

→ 5 Years Customer Service and Help Desk

OUR STAFF:

- Excellent customer related background and highly motivated
- Strong industry and service experience
- Using the best available technology

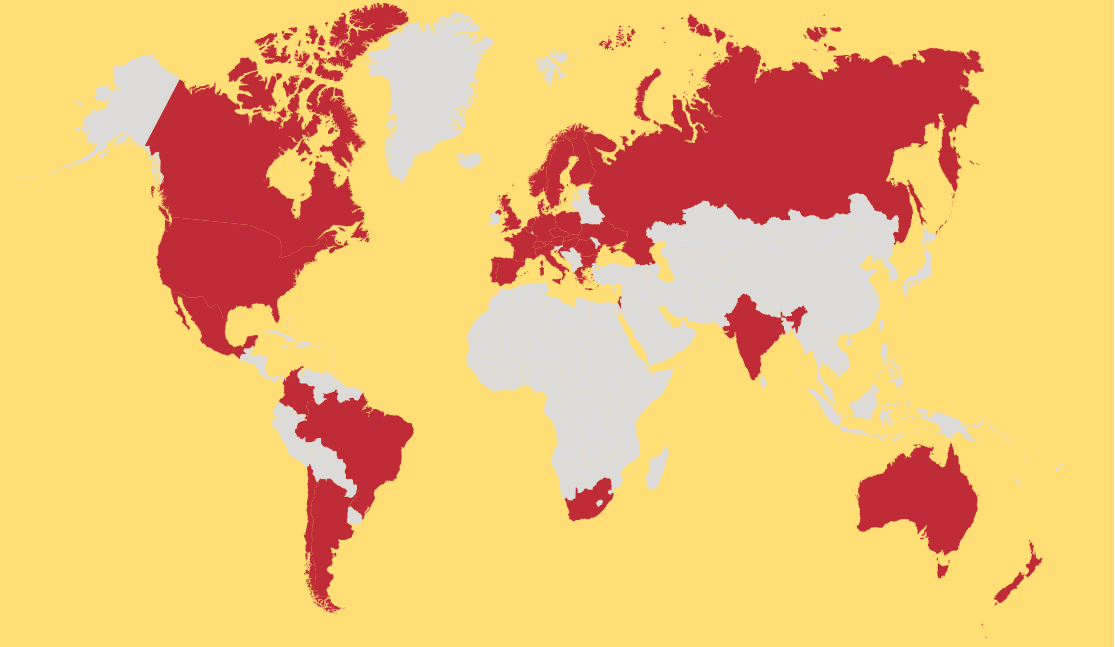


TIME ZONE AND LANGUAGE SUPPORT

- Worldwide time zone coverage is guaranteed
- Remote Service Centers located in 4 countries
- Over 20 global Chiltern office locations
- Multi-lingual phone support with country specific toll-free numbers
- Extensive statistical call evaluation for clients and customers
- Service Center Associate available to work on various studies
- Non study related Remote Service Center solutions
- 24/7 phone coverage for special projects

GLOBAL REMOTE SERVICES AND INDIVIDUAL CALL CENTER SERVICES

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|------------|--------------|
| Argentina | Israel |
| Australia | Italy |
| Austria | Mexico |
| Belgium | Netherlands |
| Brazil | New Zealand |
| Bulgaria | Norway |
| Canada | Poland |
| Chile | Portugal |
| Colombia | Romania |
| Croatia | Russia |
| Czech Rep. | Slovakia |
| Denmark | South Africa |
| Finland | Spain |
| France | Sweden |
| Germany | Switzerland |
| Greece | Ukraine |
| Hungary | UK |
| India | USA |



REMOTE SERVICE CENTER MANAGEMENT

- Chiltern’s international Remote Service Center team will be supervised by experienced Call Center Management (RSC Lead) which coordinates all phone activities globally.
- Our Teams are resourced with Clinical Trial Associates located in the applicable countries to perform and support both incoming and outgoing call center projects as required.
- Additional assistance and manpower will be organized individually if requested.
- Remote Service Center Management is always disposed to discuss new service projects with our clients and to provide adequate customer oriented solutions.

KEY ADVANTAGES OF THE REMOTE SERVICE CENTER

- Best available technology combined with latest software engineering guarantees a high level of customer satisfaction and professional study workflow.
- Tremendous organizational advantage by providing clinical trials and study related Help Desk Services from one source.
- Specialized and experienced in creating study related Multi-lingual Help Desk and Remote Service Center solutions worldwide.
- The Remote Service Center can be used as a stand-alone support for our clients or part of a full study program support.
- The Team is staffed with qualified and highly motivated employees.
- Only using established and proven Data Base Systems to achieve best quality results for user documentation.
- Costs are calculated on project basis and are competitive.

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