

# clinical trial support case study



## Context and objectives

One of our CRO (Clinical Research Organisation) customers faced the challenge of finding a suitable partner capable of delivering on multiple services such as large scale logistical support and comparator sourcing supply and management, most of which are usually unavailable from a single vendor on an international scale.

### An ongoing phase III study of an anti-infectious disease therapy:

The project was across multiple continents including Europe and Asia, with the aim of bringing together a series of complex operational objectives across 100 sites in 20 countries.

## Customer profile

Our customer is a well-established, multi-national Clinical Research Organisation (CRO) delivering its services in a variety of therapeutic areas, mostly specialising in large scale phase III studies. Headquartered in the United States, they operate in 30 countries across 5 continents, with over a decade's worth of experience managing hundreds of successful clinical trials.

### Key requirements were:

- Budget management
- The supply of comparator products
- Multi-language labelling
- Centralised storage solutions
- Global shipping
- Controlled temperature services
- Contract management
- The provision of central customer service and single contract and invoicing

“ A suite of support that allows CROs and pharmaceutical organisations to choose relevant elements as needed, or to seamlessly link all elements together from one provider ”



## Our solution

Alcura made use of its global credentials to begin sourcing supplies and implementing services in order to meet our customer's requirements. We focused on leveraging key services and using our strategic partnerships around the world to cover the CRO's needs every step of the way. This included central logistics and sourcing from our Spanish depot, and comparator product sourcing from diverse markets ensuring the best possible price for certified products.

We took a flexible approach to the evolving, highly dynamic requirements of our customer. We tailored the complex distribution scheme to a protocol calendar to ensure study medication arrived at the intended sites as needed, as well as ensuring all products met the required study specifications. Despite numerous alterations to the project's supply and distribution needs, successful management of global resources in a multi-continental scenario resulted in on time achievement of all clinical trial objectives

We used our multi-national operational expertise to provide cross-continental services from our centralised model of support. Although a global operation, this incredibly simplistic approach to large scale logistics provided our client with a fully integrated service from a single point of contact, reducing central contact costs and allowing for improved collaboration and communications.



## The results

- Fully integrated package of services delivered under strict budget and time restraints
- Single point of contact throughout
- Reduced overall operational costs for our customer
- Customer extended partnership with Alcura for further clinical trials

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[www.alcura-health.com](http://www.alcura-health.com)

[hello@alcura-health.com](mailto:hello@alcura-health.com)

+44 (0)1932 870 630



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