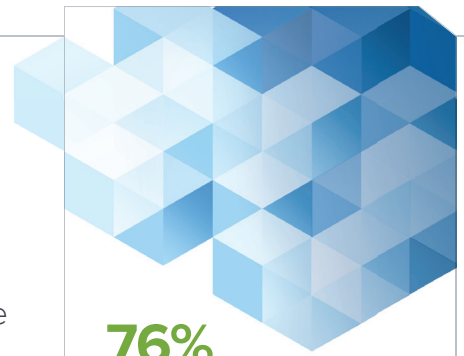


# Investigator Site Survey Results Revealed

IntraLinks conducted the “IntraLinks Global Investigator Site Survey” in May 2012 to better understand how the clinical trial document exchange process has evolved since the previous year with sponsors and clinical research organizations (CROs), and to gain a better understanding of the continuing challenges of using paper-based methods. The survey results ultimately revealed an increased prevalence in the use of web-based clinical document management tools, but that there is a significant opportunity for investigator sites to improve efficiency through web-based solutions for clinical trial exchange.

A considerable majority of the survey respondents, 76% (a 3% increase over the previous year) still use traditional methods (e-mail, courier, and fax) as their primary means for clinical trial document exchange. E-mail usage rates ranked the highest, while courier and fax usage were less prevalent (but still used) as the main way for exchanging clinical trial documents. Adoption of electronic tools has grown, yet these methods continue to fall short in addressing the current document exchange needs at most clinical trial sites.



**76%**  
of survey respondents still use traditional methods (e-mail, courier, fax) as their primary means for clinical trial document exchange.

**MORE THAN 2/3**  
of respondents cited being able to access updated information right away and paper reduction as anticipated benefits of using a web-based exchange tool.



### Inefficiencies remain

Two key themes stand out regarding the typical issues with these traditional methods: first, they are too time consuming and don't provide actionable insight, and second, they don't fully provide the ability to understand the status of information and ability to take action or make decisions. 58% of respondents track due dates for information, current status or milestones manually using, for example, white boards, paper calendars and to-do lists. 66% of respondents spend at least two hours, and in some cases more than nine hours, per week searching for documents. Almost 78% respondents report resending documents to sponsors and CROs at least once or twice a week.

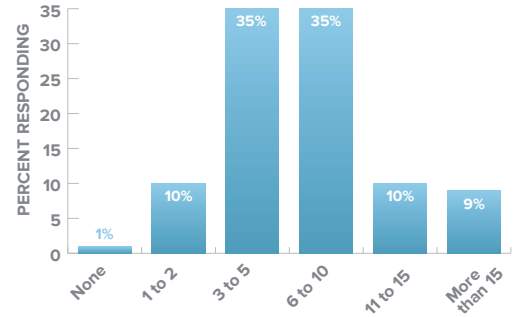
**BENEFITS OF WEB-BASED CLINICAL DOCUMENT EXCHANGE TOOLS**

**71%**  
 ABLE TO ACCESS  
 UPDATED INFORMATION  
 right away & reduce the  
 amount of paper they use

**60%**  
 ABLE TO KEEP TRACK OF  
 INFORMATION EASILY

**49%**  
 REDUCED TIME SPENT  
 SEARCHING FOR  
 INFORMATION

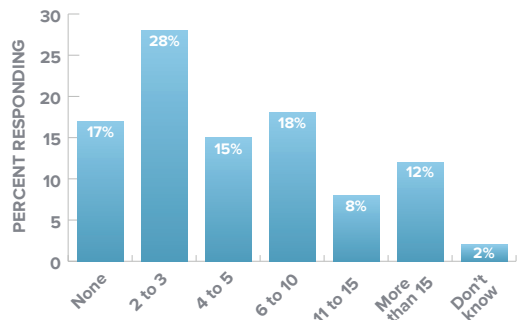
**NUMBER OF STUDIES CONDUCTED PAST YEAR**



**Anticipated benefits**

The sites surveyed responded that the anticipated benefits of using a web-based document exchange tool would help address the current inefficiencies and that there were few anticipated downsides. More than two-thirds of respondents cited being able to access updated information right away as well as reduce the amount of paper they use as advantages. 60% cited being able to keep track of information easily and almost 50% of respondents reported that they expected to spend less time searching for information. Further, nearly 70% expected faster turnaround time in completing the survey and submitting it to a sponsor/ CRO. The survey reinforced that it is pivotal to consider the voice of the investigator, especially at high performing sites, in planning and deploying web-based clinical document exchange tools to reach optimal productivity gains and efficiencies.

**NUMBER OF CONCURRENT STUDIES**



**Increase in use of online tools**

Respondents reporting use of an online tool for study document exchange jumped by nearly 9 percent. The usage of online clinical trial portals also rose this year from 71% to 83%.

**19%** EUROPE | **5%** ASIA PACIFIC  
**71%** NORTH AMERICA

**Conclusions**

Overall, the survey demonstrates that investigator sites are using online systems at an increased rate, but have yet to reap the rewards of efficiencies generated by these tools.

There needs to be a paradigm shift to evaluate clinical document exchange challenges from a clinical community perspective, i.e. Sponsor, CRO, Investigator Site, IRB/ECs. There are early indications that sponsors/CROs seem to be willing to take a holistic approach, and look beyond their own perspective. Leveraging a community-based solution, where all clinical community members have transparency and actionable insight in a simple, easy-to-use, web-based solution, will ultimately reduce the burden of training, support, and passwords.

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IntraLinks has more than 15 years of experience, and a track record of enabling high-stakes transactions and business collaborations valued at more than \$19 trillion. IntraLinks is the proven provider of enterprise strength collaboration solutions, and is headquartered in New York City. In addition the company operates thirteen offices on four continents.