

**Highlights**

- Converts more than 40 manual paper-based forms into a shared electronic process
- Protects sensitive health and research information
- Ensures regulatory compliance through detailed document management
- Improves data management for collecting, reporting and trending
- Expected to help generate additional sponsorship opportunities by freeing time to conduct more trials
- Intuitive workflows guide end users through each step of the process

# Atlantic Health

Microsoft SharePoint-based web portal streamlines clinical and drug trial processes by more than 35%

**The Company**

Atlantic Health, a New Jersey-based healthcare organization, employs 9,000 employees and 2,000 physicians. They operate two acute-care hospitals, a children's hospital, a cancer center, and a neuroscience institute. Atlantic Health is at the forefront of medicine, conducting cutting-edge clinical and drug trials.

**The Business Challenge**

In conducting their clinical and drug trials, Atlantic Health relied on a manual process based entirely on paper. There were more than 40 different paper forms supporting the process; trials are multi-faceted, involving numerous stakeholders (supervisors, administrators, physicians, and participants), and the information recorded includes trial data, chart information, finances, process administration, reporting, and more.

Significant time and effort is spent creating new or managing existing paperwork, made all the more difficult by the fact that each department handles paperwork in its own unique way. Through this, Atlantic Health recognized an opportunity to streamline their entire clinical and drug trial process.

**The Solution**

Atlantic Health contacted Microsoft, and, in turn, partnered with Gold-Certified Partner Aspect to establish a web-based portal and centralized data repository based on Microsoft Office SharePoint Server 2007 and Microsoft SQL Server 2005.

Using a portal strategy to improve collaboration and providing a single point of entry along with a centralized database, they created a common electronic process for all clinical and drug trials conducted across the organization.

Aspect used Microsoft Office InfoPath 2007 to convert more than 40 paper documents used for clinical and drug trials to an electronic format that is stored in the database and accessed through the portal.

Aspect worked with the client to create custom step-by-step workflows such as alerts, approval requests, subject enrollments and reimbursements to guide users through each step of the process.



Administrators, principal investigators, finance personnel, review board members, and compliance specialists have access to the trial information they are associated with and no information relating to other trials, thereby ensuring that sensitive health and research information is protected.

## Results

- Shared, electronic system streamlines clinical and drug trial process, reducing time spent on administrative tasks by 35%
- Less time on administrative tasks provides more time for additional trials and studies
- Regulatory compliance is more easily ensured through detailed document management
- Tracks and monitors program budgets in real time
- Protects sensitive health and research information

## Key Solution Components

- Microsoft Office SharePoint Services
- Microsoft SQL Server 2005
- Microsoft Office InfoPath 2007

### Corporate Headquarters East

300 Apollo Drive  
Chelmsford, MA 01824  
+(1) 978 250 7900 office  
+(1) 978 244 7410 fax

### Corporate Headquarters West

2325 E. Camelback Road,  
Suite 700  
Phoenix, AZ 85016  
+(1) 602 282 1500 office  
+(1) 602 956 2294 fax

### Europe & Africa Headquarters

2 The Square, Stockley Park  
Uxbridge  
Middlesex UB11 1AD  
+(44) 20 8589 1000 office  
+(44) 20 8589 1001 fax

### Asia Pacific & Middle East Headquarters

8 Cross Street  
# 25-01/02 PWC Building  
Singapore 048424  
+(65) 6590 0388 office  
+(65) 6324 1003 fax

### About Aspect

Aspect is the only software company with a fully-integrated interaction and workforce optimization platform for enterprise contact centers globally that need to profitably (and seamlessly) orchestrate people, processes and touch points in an era when the contact center is the new center of the customer experience. For more information, visit [www.aspect.com](http://www.aspect.com).

