

# 7 Warning Signs Your eClinical Provider Could Derail Your Clinical Trial Timelines

## Timelines make or break a clinical trial.

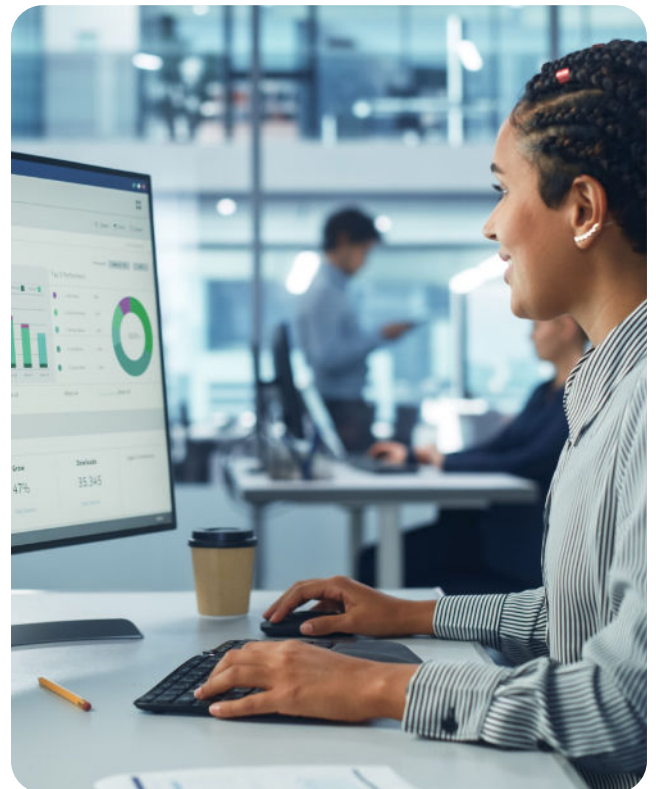
**87% of clinical research sponsors  
consider meeting project timelines  
their number-one priority.<sup>1</sup>**

With even small delays potentially cascading into higher costs and shaky relationships, what should CROs be looking out for to protect themselves from unnecessary setbacks?

The Interactive Response Technology/Randomisation and Trial Supply Management (IRT/RTSM) offered by your eClinical provider can seem like a very small cog in a very large system, but choose the wrong partner and the knock-on effects can be huge.

Every IRT/RTSM provider should get the fundamentals of participant randomization and trial supply management right, but not every system can support protocol design, therapeutic area, trial supply, or operational challenges, and not every vendor has the right experience and expertise to support your success.

So how do you spot the risks before they derail your study? And, more importantly, how do you choose an eClinical partner you can trust to keep your trial on track?



1. 'What Stands in the Way of an Efficient CRO-Pharma Collaboration?' by Ekaterina Bulaeva and Amalia Iljasova (OCT Clinical), Applied Clinical Trials, Published May 18 2022

# The Cost of Choosing the Wrong eClinical Provider

**Picking the wrong eClinical partner to provide your IRT/RTSM can do more than slow down your trial—it can sabotage it entirely.**

Delays in enrollment, randomization, or drug supply ripple through your study, putting milestones at risk and straining your relationship with sponsors.

Missed deadlines don't just damage trust—they also inflate costs, from extended site operations to wasted resources, while jeopardizing your competitive advantage in a fast-moving industry.

The wrong provider will often struggle to adapt to change or address unexpected challenges. One delay triggers another, creating a domino effect that threatens your trial's success.

By choosing an experienced eClinical partner with flexible systems, expert teams, and proactive support, you can ensure your trial stays on track, on budget, and on time.

## The 7 Red Flags CROs Must Watch Out For

### ► 01 Limited System Flexibility

Change is inevitable in a clinical trial, so if your IRT/RTSM partner can't adapt with ease, you're in trouble. More complex trials, such as those in oncology and personalized medicine, those with design adaptations, are especially vulnerable to sudden change, so the right provider should be able to flex at a moment's notice and provide whatever you need to keep your timelines moving and your sponsors happy.

### ► 02 Slow or Non-Transparent Implementation Processes

A provider that drags their feet on setup delays your entire trial, so quick, efficient implementation processes are essential. That said, you should also be wary of providers quoting 'too-good-to-be-true' build times, as these can often be bare minimum estimates that will likely incur add-ons and rescopes for more complex tasks. You should therefore ensure the provider has accurately communicated all costs and scoped accordingly before committing to working with them.

### ► 03 Poor Integration Support

IRT/RTSM doesn't work in isolation, so proper integration with other systems is essential. A strong provider doesn't just offer seamless system compatibility—they take the burden of integration off your plate. Suppliers should be able to handle everything, working directly with third-party vendors so you don't have to, helping you avoid inefficiencies and data errors that waste valuable time and resources.

## ► 04 Lack of Proactive Support

Without clear communication, 24-hour global support, and ongoing study monitoring, even small challenges can turn into costly delays. A good IRT/RTSM provider will offer 24/7 in-house and multilingual support and dedicated project management for the life of your trial, with structured communication plans, regular check-ins, and real-time study health reviews, flagging potential risks before they become problems so you're never caught off guard.

## ► 05 Poor Accessibility of Trial Data

The last thing you want when reporting to your sponsors is to be scrambling around for your data. A good IRT/RTSM partner puts the information you need at your fingertips in an intuitive, easy-to-use dashboard, so you can access, monitor, and report on it as and when you need.

## ► 06 Limited Self-Service Control

A rigid IRT/RTSM system that requires constant supplier intervention will only slow you down and drive up costs. While an IRT system can (and should) perform essential tasks automatically in the background, being able to quickly respond to the unexpected internally gives you flexibility and control without passing on additional costs, delays, and headaches to your sponsor.

## ► 07 Unproven Track Record

A shaky history is a dealbreaker. Your IRT/RTSM partner should have deep expertise in your specific therapeutic area so you can be confident they know what's required to support you throughout the life of your study. A good vendor should always have proven experience and a solid track record of consistently delivering trials like yours.

## So what's the answer?

You don't have time for crisis meetings, so choose an eClinical provider that has IRT/RTSM at the heart of their eClinical solutions, to avoid the red flag risks.

As part of our wider eClinical offer, we have put together a valuable eBook series to help your teams understand what to look for in a competitive eClinical market serving CROs. Our first eBook focuses on IRT/ RTSM, with every factor to consider when assessing your options.

**To request our eBook, get in touch with our team today at [hello@perceptive.com](mailto:hello@perceptive.com)**



With over 30 years of experience in the industry, Perceptive is a leading figure in eClinical and IRT/RTSM, providing the systems and expertise CROs need to adapt to any challenge, ensuring their workloads get lighter, sponsors stay happy, and milestones remain intact.

To request our eBook on choosing your eClinical partner, or if you have any questions or queries, feel free to get in touch at [hello@perceptive.com](mailto:hello@perceptive.com) and we'll be happy to help.