

Agile CRO Streamlines Operations with Unified CTMS and eTMF Platform

Problem We Are Solving

A small US, fast-growing Contract Research Organization (CRO) needed a cost-effective, flexible clinical trial management solution that could scale with their fluctuating business demands.

Their existing tools were cumbersome, difficult to maintain, and heavily reliant on vendor support for even minor changes. With new study commitments on the horizon, the CRO faced tight implementation deadlines and could not afford extended onboarding or complex training cycles.

The CRO required a platform that would deliver operational efficiency from day one, while supporting dynamic contracting terms and a user-friendly experience.

Key challenges included:

- A lack of system configurability without IT or vendor dependency
- Slow, complex workflows with legacy systems that limited operational agility
- A pressing need to go live within 8–12 weeks to meet sponsor timelines
- Difficulty managing fluctuating study volumes and budgets effectively

The Solution from PHARMASEAL

PHARMASEAL's Engility® platform offered a fully unified CTMS and eTMF system, designed to simplify study management without compromising on control or compliance.

PHARMASEAL's approach was not only technology-led, but also focused on empowering the CRO's team through intuitive design and minimal training requirements.

The platform met the client's core needs:

- **Self-configurable system:** Enabled CRO teams to make adjustments without technical expertise or vendor intervention
- **Rapid deployment:** Delivered and configured within the client's required 8–12 week window, allowing them to stay on track for new study starts
- **Unified platform:** Combined CTMS and eTMF capabilities, reducing data duplication and streamlining document management
- **Flexible commercial model:** Included a 12-month break clause and an "up-down" pricing structure over three years, supporting predictable budgeting even as study volumes shifted

To speak with an expert about improving the way you manage your trials visit pharmaseal.co



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The Impact for the Client

The Engility® trial management platform provided immediate and measurable value across the CRO's operations:

OUTCOME	BEFORE	AFTER
User Experience	Disjointed, clunky system requiring high vendor support	Unified, intuitive interface adopted quickly across teams
Implementation time	Long onboarding cycles with heavy IT dependency	Deployed and operational within 12 weeks
Scalability	Difficult to manage varying study volumes and budgets	Flexible contracting allowed dynamic scaling of platform use
Efficiency	Time-consuming processes and document duplication	Operational workflows streamlined through CTMS/eTMF unification

Initially planned for three studies, the CRO rapidly expanded its use to five studies within six months. This growth reflected the trust placed in the platform's performance and its ability to scale with the CRO's needs without adding resource cost or complexity.

By enabling self-sufficiency, speeding up deployment, and aligning commercial terms to real-world use, PHARMASEAL helped the CRO enhance both **operational resilience** and **commercial agility** in a highly competitive market.

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The intuitiveness of the system was a game-changer. Compared to our old platform, the user experience was vastly improved and that meant faster onboarding, smoother processes, and less friction across our studies.

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Clinical Operations Lead,
US CRO

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