

Grow your Business with the Diligent Provider Community



Diligent Provider Community Webinar
Oct 21, 2021



Meet the Diligent Team!



Lee Jones
President of Diligent



Janice Hutt
VP Strategy & Sales



Jay Turpen
Head, Diligent Services



George Parrish
Director, Business
Development



Kathy Cruz
Director, Product Operations



Tawala Taylor
Director, Client Delivery
Services

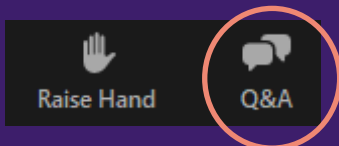


Marnie Kanarek
Provider Community
Manager

Today's Agenda

- **Intro to Diligent**
- **Metrics**
- **RFI Services**
- **VQA Services**
- **Product Support**
- **Q & A**

Note: If you have any questions, you can ask them at any time using the Q&A button at the bottom of your Zoom window:



A copy of today's slide deck and a recording of the session will be made available at diligentpharma.com/provider-community/

Welcome to the Diligent Provider Community!

Your choice to leverage the Diligent Platform in your work means

- You've joined the vanguard of digital qualification management
- You've embraced operational innovation that will optimize the industry
- You've secured qualification speed, quality and cost containment for your organization

Efficiency



output

input

We magnify the utilization of your output through our network...

...while we minimize your input redundancy through reuse.

EFFICIENCY



Community

- Community data for benchmarking
- Helpful webinars and events
- Ability to influence the platform development

Community

self-organized network

common interests, cause
social group whose mem
no geographical limitation

Advocacy

- Sponsor solicitation to leverage the industry's premier provider network
- Empirical summaries of the community's reach and capability
- Leveraging of aggregate sponsor scoring to highlight individual provider strengths

You've Made The Right Choice.



Efficiency

Community

Advocacy

The arc of Diligent's value continues to expand



Diligent Metrics

The Diligent Qualification Platform is growing fast. Currently we have:

- 6 Diligent clients representing different size Sponsor companies
- 100+ Providers on the platform
- Over 200 RFIs delivered in 2020/2021
- 50+ Vendor Qualification Assessments (VQAs) requested
- 38 VQAs performed with another 10 VQAs scheduled

DILIGENT



RFI Services

- THE RFI not just another RFI
- Maintain control and accuracy
- Time savings
- Actual innovation



PROVIDER COMMUNITY

Core standards are completed by all Diligent providers

1

ORGANIZATION

Financial Stability
Insurance Standards
Ethics/Anti-Bribery/Anti-Corruption

2

QUALITY MANAGEMENT SYSTEMS

Third-party Quality Management & Oversight
Document Management & Control
Risk-based Quality Management Systems

3

PRIVACY & PERSONAL DATA PROTECTION

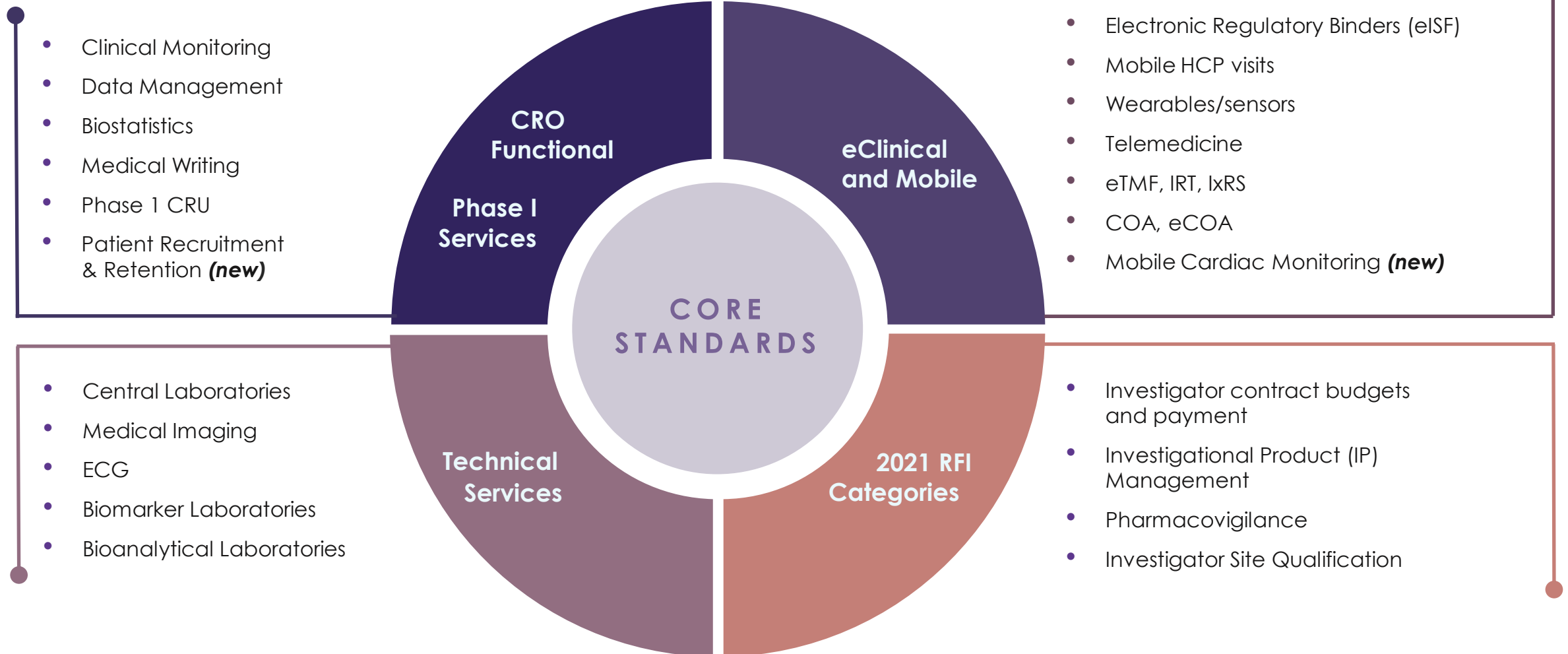
Computer Systems/21 CFR Part 11
Compliance

4

OPERATIONS & PROJECT MANAGEMENT

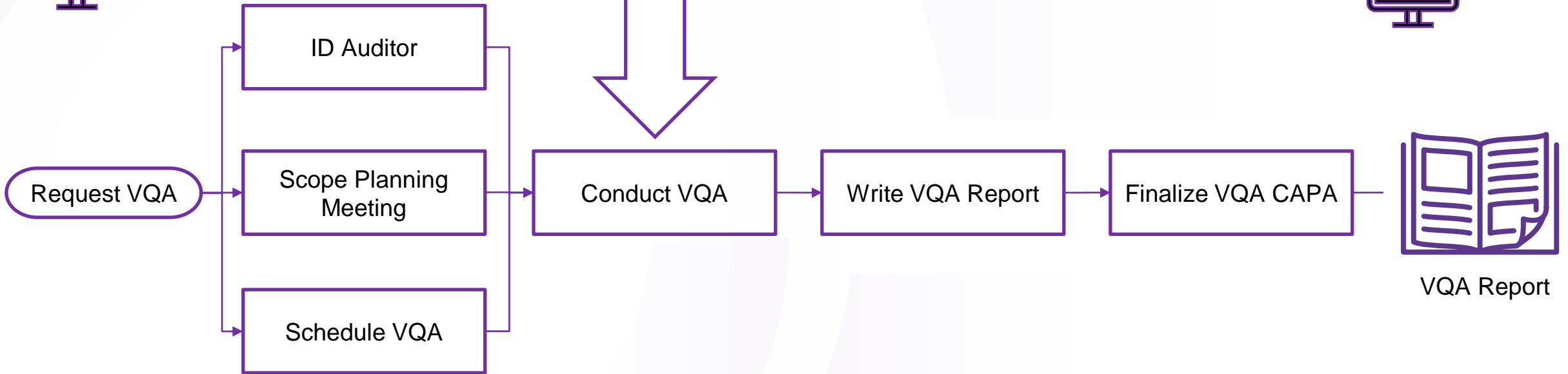
Data Management & Transfer
Staffing & HR Management
Training
Facilities Management

Comprehensive service categories



VQA Services

- Regulatory Agencies expect Sponsors to confirm that the Vendors/Providers working on their behalf are QUALIFIED to perform the delegated contracted clinical trial activities.
- Vendor Qualifications Assessments led by a qualified Auditor which then produce a Vendor Qualification Assessment Report which is the industry leading practice for documenting vendor/provider qualification.



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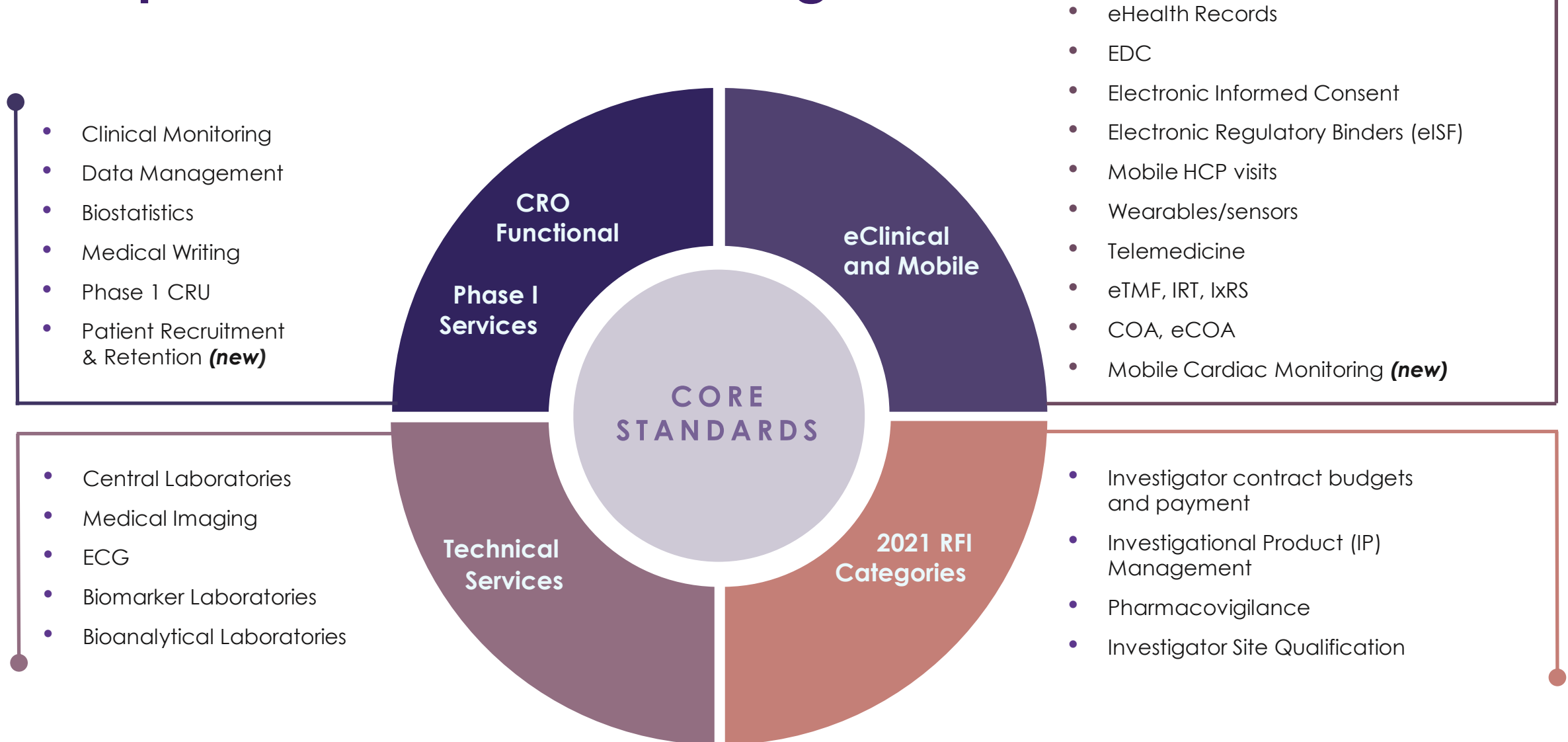
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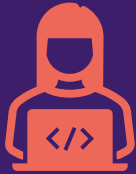
Comprehensive service categories



Product Support

- We strive to provide an extraordinary customer experience. We provide our customers with a feature rich platform and intuitive interface, enabling them to achieve their business goals.
- Led by a talented team, our product continues to be a valuable and innovative platform with outstanding customer and technical support. Driven by customer feedback, our product roadmap reflects the collaboration between our customers and our product team.

PRODUCT SUPPORT



TECHNICAL SUPPORT

- Product features & enhancements
- Response Versioning in latest release



CUSTOMER SUPPORT

- Responsive and caring resources, dedicated to ensure an extraordinary customer experience
- Dedicated support channel



CUSTOMER TRAINING

- Available to all customers for any platform functionality
- Quick Reference Guides



CUSTOMER FEEDBACK

Questions?



Thank you



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