



Introducing the Rapid Intervention Team from LabConnect



Keep your clinical trials on track

Things don't always go according to plan when you're conducting a clinical trial. Whether you experience a sudden change in timeline, encounter an issue with resourcing, or are let down by one of your partners, surprises happen. And surprises can mean delays. Delays that can threaten your ability to timely collect critical data.. When that happens, you may have to make the difficult decision to transition your trial to another lab partner.

At LabConnect, we understand it's impossible to anticipate every possible scenario. **That's why we assemble a specialized team of experts to intervene when unforeseen circumstances arise. We call it the Rapid Intervention Team (RIT).**

Whether you need a sudden influx of expertise to help your team navigate unanticipated challenges, or you need a steady hand to take over responsibilities from another vendor, the RIT will rapidly assess your situation and create custom solutions to ensure your clinical trial keeps moving.

→ **No matter the issue, the RIT is ready to help ensure you can get life-changing medicines in the hands of patients *faster*.**

WHEN
THINGS GO
OFF TRACK,
**WE'LL HELP
MAKE THEM
RIGHT**



Rescue



Why trust LabConnect for your rapid intervention needs?

When you find yourself in a reactive situation, it's important to have a proactive partner. Here's why LabConnect is the right partner for you.

→ It's **WHAT** we do

Unlike other large central labs, LabConnect's model is built on working with multiple partner labs and disparate datasets. This gives us an innate understanding of what it takes to effectively manage highly complex trials with multiple lab partners globally. It's the perfect foundation for jumping into any trial midstream.

→ It's **WHO** we hire

With a breadth of experience and a depth of expertise, our Project Managers are some of the best in the industry. But it doesn't stop there. LabConnect actively manages PMs' workloads to ensure they have the time and the support to deliver for our clients. That's the kind of support you need when things aren't going as planned.



→ It's **HOW** we work

At LabConnect, we pride ourselves on a culture of nimbleness. Our ability to operate with speed and flexibility helps our clients accelerate their drug development milestones, whether we're with them from the outset, or we're brought in to help right the ship when things have gone wrong. No matter the size or complexity of your clinical trial, our team will help you get back on track.



Red flags call for a rapid response

When things aren't running smoothly in a clinical trial, it can be difficult to determine the right time to make a change. Whether you've been trying to manage all the work yourself, or you have a lab vendor partner, the following red flags may be a signal that you should consider bringing our Rapid Intervention Team into the picture.



Flag ONE: High incidence of missing or lost samples

The Risk: Misrouted samples that never get rerouted are often caused by sites having to manage sample shipments going to multiple locations.

The Rescue: LabConnect simplifies this by consolidating global shipping hubs, where we can guarantee that samples get shipped to the appropriate testing labs.



Flag TWO: High incidence of testing cancellations

The Risk: Even when your misrouted samples are successfully rerouted, it won't matter if they get to the testing lab past their stability window.

The Rescue: By sending samples to LabConnect, we help consolidate and optimize shipping routes to ensure you meet your timelines.



Flag THREE: Inability to get lab kits on-site on time

The Risk: Missing a key visit or recruitment of a patient due to late or insufficient lab kits.

The Rescue: LabConnect's well-defined process makes it easy to transition your trial so you can effectively get kits on-site quickly.



Flag FOUR: High sample collection errors due to complex testing

The Risk: Sample integrity is compromised, and sites lose valuable outcomes data.

The Rescue: LabConnect's model features customized kits that meet the unique needs of your protocol coupled with a network of 60+ labs with highly complex and specialized clinical research trial support.



Getting a trial back on track— A LabConnect case study for our Rapid Intervention Team



Challenge: A biotech company had previously contracted with a well-known laboratory testing services partner. Their partner had recently begun using a new LIMS system, and this caused errors with their sample management. The lab could not accurately account for samples that they had within their own freezers. The risks of incorrect sample data, missed sample shipments, and sample instability were substantial enough that the biotech called LabConnect.



Solution: Our Rapid Intervention Team sprung into action immediately. Our Project Managers swiftly assessed the issues at hand and set a plan in motion. Using customized data integration, LabConnect was able to work with our client to define rules for re-accessioning the previous vendor's available sample data into our database. We then transitioned storage of those samples into LabConnect's Biorepository. This provided our client with immediate access to their sample inventories, more stable sample data, and more reliable shipments to testing labs. This, in turn, helped reduce the number of queries from these testing labs and facilitated faster testing and query resolution timelines. Ultimately, our client upgraded to LabConnect's real-time digital tracking services which was not an available option with their previous lab.

TRANSITION
MILESTONES
MET, **PEACE
OF MIND
ACHIEVED** 

Looking for a proactive partner in reactive situations?
Contact the LabConnect Rapid Intervention Team.

Visit labconnect.com/contact-us

Contact Us

Rescue