



AG MEDNET RECEIVES THE 2023 CUSTOMER VALUE LEADERSHIP AWARD

*Identified as best in class in the global clinical trial
workflow management solutions industry*

Best Practices Criteria for World-Class Performance

Frost & Sullivan applies a rigorous analytical process to evaluate multiple nominees for each award category before determining the final award recipient. The process involves a detailed evaluation of best practices criteria across two dimensions for each nominated company. AG Mednet excels in many of the criteria in the clinical trial workflow management solutions space.

AWARD CRITERIA	
<i>Business Impact</i>	<i>Customer Impact</i>
Financial Performance	Price/Performance Value
Customer Acquisition	Customer Purchase Experience
Operational Efficiency	Customer Ownership Experience
Growth Potential	Customer Service Experience
Human Capital	Brand Equity

A Longstanding Gap in the Clinical Trial Ecosystem

COVID-19 accelerated the need for faster and more accessible clinical trial processes. Site investigators are underresourced and face high turnover rates while transitioning from labor-based to technology-driven models. Additionally, their clinical development budgets are becoming tighter, and access to capital is more complex, prompting biotech companies to seek solutions for greater efficiency and effectiveness. There is a growing need to execute clinical trial operations effectively in hybrid and decentralized models and reduce the burden on principal investigators and study sites during the next 3 to 5 years¹.

Today, the industry strives to build an inclusive partner ecosystem integrating technology, data, and regulatory standardization-enabled innovation into clinical trial delivery. Therefore, pharma companies are turning towards integrated platforms offering a unified trial workflow view. Major healthcare organizations and life sciences companies plan to achieve 30% cost reductions by 2025, 50% performance efficiency by 2030, and over 40% virtual/hybrid trials by 2040².

The demand for efficient database setup, data extraction, and complex clinical trial workflow management has become more pressing due to the rise of decentralized trials, particularly post-COVID-19. With clinical trial teams and sites scattered across the globe, the need for streamlined processes has become even more critical. AG Mednet uniquely leverages its cutting-edge workflow platform and

¹ Frost & Sullivan Interview with AG Mednet (Frost & Sullivan March 2023)

² Frost Radar™: Global Clinical Trial IT Solutions Market, 2022 (Frost & Sullivan, August 2023)

industry expertise within this framework to meet its customers' needs. It is well-positioned to capitalize on new growth opportunities, cementing its leadership.

AG Mednet: Trials Without Error

Founded in 2005 and headquartered in Boston, AG Mednet is the provider of Judi, a clinical trial collaboration and workflow management platform. The platform offers a secure, cloud-based solution for trial sites, sponsors, clinical research organizations (CROs), and other partners to support seamless clinical trial management. Judi facilitates complex workflows and interactions, delivering meaningful insights while speeding and improving clinical trial workflow. It allows clinical teams to focus on the most critical task, patient care.

AG Mednet's platform has attracted 133,000 users from 171 countries and is Systems and Organization Controls 2 (SOC)-certified, ensuring secure team collaboration³. Judi's range of services includes Data and Safety Monitoring Board (DSMB), eligibility, remote monitoring, imaging, adjudication, and a flexible modality to suit client-specific workflow management needs.

Setting New Standards: "Judi Makes Workflow, Flow"

Traditionally, deploying and executing a clinical trial requires gathering resources in a conference room to create Excel timelines and exchange emails for data sending and decision-making. This methodology

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**- Manuel Albornoz,
Best Practices Research Analyst**

invariably results in inefficiencies and inconsistency with standards and regulatory compliance. General technological advancements have improved efficiency and consistency throughout the process in recent years. Nonetheless, a workflow management company must offer a purpose-built clinical trial collaboration platform to meet the industry's needs.

AG Mednet profoundly understands the clinical trials development process, uniquely providing a platform that supports essential workflows for advancing clinical trials and expediting the delivery of therapies to the market. Judi gives users access to the data's location:

who is moving it forward, causing delays, and who owes what to whom. It identifies bottlenecks in the system, tracks the clinical trial's progress, and analyzes site performance patterns to determine which sites are more effective than others.

Operating in a complex ecosystem, with data shared across multiple stakeholders, the company delivers desired business outcomes while adapting to specific workflows and staying compliant with regulations. It connects teams, sites, and partners across the clinical trial journey, enabling extensive and seamless collaboration. As manual processes can compromise clinical trial data security, AG Mednet's Judi employs purposeful automation with leading security practices to ensure optimized process management and deeper insights.

³ "What Judi can do for you" (AG Mednet webpage: <https://www.judi.io/>)

Overall, AG Mednet eliminates manual processes, unaudited tools, untrackable queries, and unconnected sharing with a secure and regulatory-compliant solution that automates tasks, streamlines workflows, and provides real-time audit trails, driving trial speed, efficiency, adaptability, and quality.

With many competitive advantages, Judi stands out as an extensible platform rather than just an application, which assures services match existing processes. The company offers highly-configurable and effective solutions by closely aligning its services with its client's operations. It prioritizes their preferences and avoids imposing specific DSMBs, centralized eligibility, or adjudication methods.

Finally, Judi provides increased data security and a secure environment, anonymizing personal health information before sharing it across the complex clinical trial ecosystem. It eliminates paper-based approaches prone to errors that may cause rejection by regulatory boards and significant time, cost, and resource burdens on organizations. Over and above, it addresses the challenging landscape needs with built-in compliance that supports regulatory requirements, including the 21 Code of Federal Regulation Part (CFR) 11, Health Insurance Portability and Accountability Act (HIPAA), and General Data Protection Regulation (GDPR)⁴.

Customer Service Excellence: End-to-end Process Management and Collaboration

AG Mednet's approach exceeds its extensive expertise and best-in-class capabilities, with customer value as a strategic imperative. Through its cloud-based platform, the company has earned a sterling reputation

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supporting cost-efficient clinical trials with more effective and smooth end-to-end management of complex clinical trial workflows. As a testament to its high-quality offering, 19 of the 20 largest pharmaceutical companies worldwide and 5 of the top 6 CROs use Judi to deliver hundreds of breakthrough therapies⁵.

Across 13,000 active sites in 171 countries, AG Mednet provides 24/7/365 support through the Judi Help Desk, comprised of multi-lingual technical and non-technical personnel that resolve approximately 95% of all inbound calls in the first interaction with a user⁶. The customer service desk covers many issues, from password resets to workflow guidance, ensuring clients can use the platform

effectively without encountering obstacles. With heavy investments in this area, the company recognizes the importance of providing reliable support and integrates it into its governance and review process.

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⁴ "Compliant and configurable" (AG Mednet webpage: <https://www.judi.io/solutions/overview>)

⁵ Frost & Sullivan Interview with AG Mednet (Frost & Sullivan March 2023)

⁶ "Need support?" (AG Mednet webpage: <https://www.judi.io/support>)

For example, in a recent roundtable with a top-tier CRO, AG Mednet mapped out a new workflow and used the Judi platform in an innovative way. The solution was so successful that the CRO uses it for every trial⁷. Ultimately, Judi's advantage over competing solutions is its high configurability, which avoids risking time and resources to develop, deploy, revalidate, and test the platform for different use cases. Moreover, AG Mednet's transparent and frictionless approach and close relationships position it as a partner of choice.

Superior Customer Satisfaction and Client-Centricity: Growth Strategy Central Pillar

Dedicated AG Mednet teams of skilled industry professionals employ a consultative strategy when presenting the solution. After setting expectations with clinical trial sponsors and CROs, the assigned team sets the tone for collaboration and helps ensure successful delivery. For this reason, the company developed a set of client-centric templates to speed up the configuration process, allowing Judi to meet even the most aggressive implementation timelines. In addition, AG Mednet simplifies the onboarding process for new users, allowing them to begin using the platform quickly.

Judi's 99% user loyalty rate is a testament to the company's success, and several client use cases reflect its ability to impact customers' workflows positively⁸. For instance, it helped an oncology biotech struggling with a Phase 2 study reduce the time to screen and randomize subjects by 60% while lowering dropouts⁹. Furthermore, Judi for Adjudication streamlined the independent review committee to enable a more efficient assessment of tumor response to treatment.

In another scenario, a CRO faced a complex process for onboarding, charter approvals, and Data Monitoring Committee (DMC) session hosting. AG Mednet's Judi for DSMB reduced the time and costs required to set up and manage DMC processes while providing the desired security, compliance, and visibility. The platform systematically scheduled DMC sessions, properly distributed biostatistics reports to open and closed session participants, and enabled electronic signatures on standard session notes¹⁰.

"Judi has an intuitive, easy interface, doesn't require a lot of time for committee members to quickly do work."

- Leading CRO¹¹.

"Information flow wouldn't happen (without Judi) ... it's the conduit/glue for information transfer among stakeholders."

- Leading Medical Device Sponsor¹².

"Judi is critical to making trials happen – connecting all the pieces. It has the power to enable us, protect information and exchange data."

- Leading Imaging Core Lab¹³.

⁷ Frost & Sullivan Interview with AG Mednet (Frost & Sullivan March 2023)

⁸ Ibid

⁹ "Biotech Eligibility & Adjudication Use Case" (Provided by AG Mednet)

¹⁰ "CRO DMC Use Case" (Provided by AG Mednet)

¹¹ "All the latest insights and resources" (AG Mednet webpage: <https://www.judi.io/insights/overview>)

¹² Ibid

¹³ Ibid

A Foot in the Present and an Eye on the Future

AG Mednet's solution development team is dedicated to purposeful innovation, focusing on external feedback and collaboration. First, it utilizes net promoter score methodologies to systematize feedback-gathering while maintaining a high level of personal interaction. Secondly, the company proactively seeks input from users when considering new features or changes, often traveling to meet with them in person. Lastly, AG Mednet always looks for opportunities to work with users to improve their experience. For instance, the company recently introduced an intuitive new interface based on user feedback.

Since its inception, AG Mednet's sterling reputation and customer-centric framework led to its coveted preferred partner status. Its plan involves expanding into multiple market segments and supporting several hundred mid-market CROs to adopt and utilize its platform, Judi, within the next two years. The projections extend beyond North America, with the company actively engaging in numerous trials in China and looking to expand into the broader Asia Pacific market¹⁴.

On the partnership front, AG Mednet is approaching industry players who recognize the potential benefits of integrating Judi into their solutions. It has also invested in a modern Restful application programming interface and is exploring new business models to benefit its partners. Frost & Sullivan believes the company is well-positioned to drive the space into its next growth phase, capturing market share and sustaining its leadership in the coming years.

Conclusion

Customer-centric strategies help companies safeguard leading positions in markets, but only if the approach is authentic and the implementation is seamless. AG Mednet incorporates customer-focused strategies and exemplifies best practice implementation. The company's Judi platform is purpose-built for clinical trials, providing essential workflows and automation to advance and expedite the delivery of therapies to the market. The platform seamlessly connects teams, sites, and partners, enabling extensive collaboration while ensuring optimized process management and deeper insights with leading security practices and regulatory compliance.

Above and beyond, AG Mednet provides 24/7/365 support while resolving approximately 95% of all inbound calls. Its client relationships focus on outcomes and goal-oriented views, organizing executive roundtables with its clinical research organizations partners to adjust the platform accordingly. Combined with Judi's high configurability, the company's strategy avoids risking time and resources to develop, deploy, revalidate, and test the platform for different use cases. Finally, AG Mednet demonstrates its success with Judi's 99% user loyalty rate and numerous client use cases showcasing its positive impact.

This overall customer-first approach offers immense value to existing and new customers and solidifies the company's reputation in the market. For its strong overall performance, AG Mednet earns Frost & Sullivan's 2023 Global Customer Value Leadership Award in the clinical trial workflow management solutions market.

¹⁴ Frost & Sullivan Interview with AG Mednet (Frost & Sullivan March 2023)

What You Need to Know about the Customer Value Leadership Recognition

Frost & Sullivan's Customer Value Leadership Award recognizes the company that offers products or services customers find superior for the overall price, performance, and quality.

Best Practices Award Analysis

For the Customer Value Leadership Award, Frost & Sullivan analysts independently evaluated the criteria listed below.

Business Impact

Financial Performance: Strong overall financial performance is achieved in terms of revenues, revenue growth, operating margin, and other key financial metrics

Customer Acquisition: Customer-facing processes support efficient and consistent new customer acquisition while enhancing customer retention

Operational Efficiency: Company staff performs assigned tasks productively, quickly, and to a high-quality standard

Growth Potential: Growth is fostered by a strong customer focus that strengthens the brand and reinforces customer loyalty

Human Capital: Commitment to quality and to customers characterize the company culture, which in turn enhances employee morale and retention

Customer Impact

Price/Performance Value: Products or services provide the best value for the price compared to similar market offerings

Customer Purchase Experience: Quality of the purchase experience assures customers that they are buying the optimal solution for addressing their unique needs and constraints

Customer Ownership Experience: Customers proudly own the company's product or service and have a positive experience throughout the life of the product or service

Customer Service Experience: Customer service is accessible, fast, stress-free, and high quality

Brand Equity: Customers perceive the brand positively and exhibit high brand loyalty

