

DELIVERING CUTTING-EDGE CLINICAL TRIALS - ILLINGWORTH RESEARCH GROUP

When you think of clinical trials you may be forgiven for imagining a doctor in a white coat administering a single dose of medicine and whilst this is certainly part of the process it isn't the whole picture.

In fact, the activity of delivering clinical trials is an extremely complex and regulated process and so it is unsurprising that trial sponsors turn to Illingworth as the experts in delivering clinical concierge services.

As well as needing to make payments in a wide variety of different currencies, Illingworth had to be assured of next-level data security for patient and trial records and that's when Caxton got involved.

Learn how we helped Illingworth simplify making payments across 45 countries in a multitude of currencies.

SECURITY, PRIVACY AND EFFICIENCY

A well-run clinical trial can be thought of as a well-oiled machine with highly motivated, high-performing teams delivering a complex series of tests almost anywhere in the world.

Their focus has always been on attracting, training, resourcing and retaining the best talent in the industry and one way of doing that is to ensure that people are paid correctly and on time.

This means that Illingworth had a need to be able to pay consultants, technicians, nursing staff and suppliers in the local currency at a moment's notice. Add to this the need to compensate trial subjects for their time and expenses and you can see that complexity really ought to be Illingworth's middle name!

Back at base, Illingworth needed to be able to quickly and easily analyse the costs attached to any particular project and to be able to accurately report these in project reporting packs.

This meant that Illingworth was searching for a way to improve their efficiency, reduce costs but still provide the exceptional quality of service that their patients and sponsors expected.

Difficult enough you may think but of course, the world of clinical trials is a regulated industry and the company had to be certain that patient data was held using the highest level of security.

Chris Wells, Senior Director of Patient Concierge of Illingworth Research Group points out *"As a healthcare specialist we understand the importance of confidentiality and data privacy, so utilising a like-minded organisation is crucial"*.

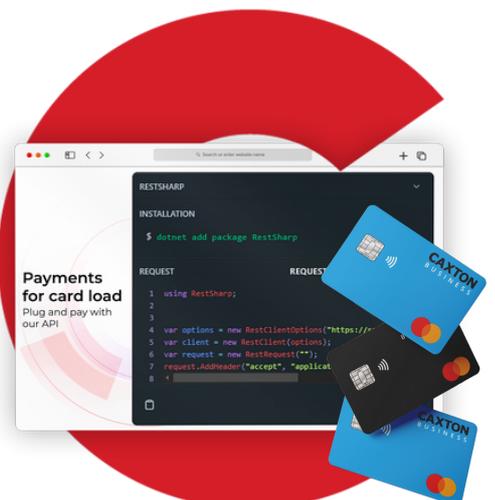


AT A GLANCE THEIR CHALLENGES

- Post-trial reimbursement of expenses meant high patient drop out rates
- A supplier who could support their idea of a 'patient concierge' user experience
- High FX rates and slow payment times
- Banks didn't support all required currencies

OUR SOLUTIONS

- Pre-funded expense cards ensure patients can participate in trials
- An API embedded payment functionality in their own solution
- Bank-beating FX rates
- Ability to make fast payments to over 45 countries



CAXTON - A PARTNERSHIP IN SECURITY

As a regulated financial services company we understand the needs of doing business in a cost-effective manner and complying with local and international standards which is perhaps why our partnership with Illingworth worked so well.

Illingworth started by using our platform as a way to reimburse trial subjects for their time and out-of-pocket expenses. This proved the efficacy of the system for making payments and their tech and compliance team were able to check our security to ensure it was to the required standard.

Chris continues *"Safeguarding our patients and reducing the burden of their clinical trial participation is crucial. Caxton proved that their system was robust, user-friendly and had the highest level of security"*

Illingworth then extended the project, rolling out Caxton to enable payments to be made to suppliers and project staff in over 45 countries around the world.

MULTI-CURRENCY PAYMENTS MADE EASY

Using their high-street bank's payment platform really wasn't an option as, despite the increased costs it just wasn't able to cope with multi-currency payments easily enough.

Illingworth's finance team found the Caxton platform simple to use and easy to understand with little or no training required.

Best of all, the analysis functionality meant that allocating payments to a single project or splitting them out across multiple workstreams was simplicity itself.

"Making a payment in USD or EUR is as simple as reimbursing someone in sterling" says Chris.

Illingworth Research Group is all about increasing the efficiency of clinical trial delivery for their sponsors and Caxton, in turn, provides efficiency for Illingworth's own processes.

Starting from the foundation of cutting-edge security, the Caxton platform provided the company with confidence that subject and trial data would be totally safe.

Add to that the fact that Caxton sped up the payment process across 45 different countries allowing finance staff to reimburse people in a multi-currency environment and it is clear why Illingworth became advocates.

With excellent reporting and analysis capabilities, Caxton made all the difference to project reporting for Illingworth's finance team.

If you're ready to reduce inefficiencies and lower the cost of your payments, why not book a quick call?

BOOK A CALL



CHRIS WELLS

Senior Director of Patient Concierge of Illingworth Research Group

"Safeguarding our patients and reducing the burden of their clinical trial participation is crucial. Caxton proved that their system was robust, user-friendly and had the highest level of security"

All of your business payments, expenses, and currency accounts in one place



Expense Management



International Payments



API Solutions



Payroll Payments



Supplier Payments



Embedded Payments