Customization of interactive voice/web response system (IVRS/IWRS) for clinical trials

Challenge

The Customer as the industry's leading eClinical solutions provider combines exceptional clinical knowledge, experience and leading-edge technology into a portfolio of business support applications and complimentary services that optimize the process of product development and commercialization for pharmaceutical, biotechnology, medical device companies, CROs and associated service providers.

The client was developing “next generation” Interactive Voice/Web Response System that harmonized both Voice and Telephony commands with Web and device specific instructions. Furthermore, this platform needed to be highly and easily customizable in support of various customizations for clinical trials for many large pharmaceutical companies.

A mandatory requirement was to follow numerous of internal standards on software development and testing procedures as well as strict U.S. Food and Drug Administration (FDA) agency’s quality processes obligatory for all drug researchers and developers in USA.

Project Facts

Functional Area
Software Customization
Technologies applied
• Java/J2EE platform
• Apache Tomcat v5.0.25
• Struts
• SWF
• Spring
• Hibernate
• HAPI HL7
• Java API
User profile
Large eClinical solutions provider
Project scope
192 man-months

Actions Taken

The scope of the project included dozens of full featured clinical trial implementations from a single center trial in one country to multicenter trials in multiple countries as well as following several hundred change requests that have been applied on demand of changing requirements. Developed software system manages large volumes of data generated and features all functionality required for conducting global multi-language clinical trials: patient management and patient diaries, medical/distributor center management, medication/inventory management, reports, data transfers, etc.

Results Achieved

A team of 2 architects along with 8 engineers participated in the analysis, design and implementation of this new framework. The team has been successfully extending and supporting custom clinical trials using this platform for over 2 years.

Artezio has further cultivated a well trained and dedicated team for development of such Telephony/Web/Handheld complex software systems that are also ISO 9001:2008 certified.