

ON TARGET FRAMEWORK

Greenlight Guru Clinical Onboarding Program

The GG Clinical Onboarding Program provides a comprehensive guide to building, testing, monitoring, and managing the modern Electronic Data Capture (EDC) System, GG Clinical, regardless of your role. This targeted framework makes it easy for you to implement an EDC system with confidence and efficiency.

By following the Onboarding Framework, you will be able to confidently apply your knowledge of GG Clinical to conduct a study in the best possible way. Additionally, you will be able to share your new knowledge with your team, allowing them to benefit from the expertise you have gained through the Onboarding process.

During the onboarding process, you will have access to a dedicated Clinical Guru who is an expert in GG Clinical. This Clinical Guru will guide you through the process of using Greenlight Guru's platform, GG Clinical, and provide training to your team on the best practices to follow.



“ I think you can rely on the Greenlight Guru team to have your best interests at heart. It's never too early or too late to start a conversation with them – so far as I can tell, the earlier the better.”

Jacob Lawson,
Product and Process Development
Scientist, Canterbury Scientific Ltd

Why we do onboarding

The purpose of the Onboarding is to provide first-time users or existing users with the tools and knowledge needed to successfully launch or work in a study in GG Clinical. This is an essential step to ensure that your company, study, and users can comply with Good Clinical Practice (GCP), such as ISO 14155:2020, and other regulatory requirements. By completing the Onboarding Framework, you will be well-equipped to meet these requirements and conduct your study in a manner that is both safe and effective.

What is included in the onboarding?

During the Onboarding Program, you will receive user training, consultation, and recommendations on using GG Clinical. A GG Clinical expert will guide you through the study setup, data management, and site training (if required), and will teach you how to use the ready-to-use templates in the system. Our team will assist you in setting up your first study (or studies), as well as managing and overseeing the data collection. They will also provide guidance on how to validate the study setup in accordance with regulatory standards, ensuring that your study is compliant with all necessary regulations.

Your onboarding team

To ensure the most effective use of GG Clinical, it is recommended that customers assign key members of their team as leads throughout the Onboarding process. Identifying and assembling your team early in the process is crucial to facilitate a smooth implementation, testing, and use of the system.

1 WELCOME CALL (30 MIN)**Deliverables**

- Welcome Email
- Recording of meeting
- Meeting slideshow
- Access to GG Clinical
- Overview of Onboarding Program
- Define Goals and Timelines
- Access to Academy

Your Tasks

- Complete the Pre-work in Academy for 1st workshop (approx. 1 - 1.5 hour)
- Create a Study and Start Building/Testing
- Book the 1st workshop session to get started

2 WORKSHOP 1: Getting Started (50 MINUTES)**Deliverables**

- Discuss Cadence of the Onboarding Process
- Go through Study Specifications
- Get Started with Building
- Feedback on Pre-Work
- Email Follow-Up with Resources

Your Tasks

- Complete the Pre-work in Academy for the next workshop (approx. 30 min - 1 hour)
- Continue Building/Testing in GG Clinical
- Book the next workshop on Advanced Building

3 WORKSHOP 2: Advanced Building (50 MINUTES)**Deliverables**

- Guided Understanding of
 - Adverse Events
 - Medication Reporting
 - Unscheduled Events
- Feedback on Pre-work
- Email Follow-Up with Resources

Your Tasks

- Complete the Pre-work in Academy for the next workshop (approx. 30 min - 1 hour)
- Continue Building/Testing in GG Clinical
- Book Building Status meetings

4 WORKSHOPS 3-6: BUILDING STATUS MEETINGS (50 MINUTES EACH)**Deliverables**

- Receive Feedback on Setup
- Additional Features
- Timeline Review

Your Tasks

- Complete the Pre-work in Academy for the next workshop (approx. 30 min - 1 hour)
- Continue Building/Testing in GG Clinical
- Book the next workshop on Data Management

5 WORKSHOP 7: MONITORING AND DATA MANAGEMENT (50 MINUTES)**Deliverables**

- Guided Understanding of
 - Access Management
 - Verification
 - Queries
 - Data Lock
 - Data Export
 - And more

Your Tasks

- Test the Study setup
- Complete the Pre-work in Academy for the next meeting (approx. 30 min - 1 hour)
- Book Study Kick-off Meeting

6 STUDY KICK-OFF MEETING (30 MINUTES)

Deliverables

- Guided Understanding of
 - UAT
 - Study Validation
 - Site Training

Your Tasks

- Perform UAT
- Validate the study setup
- Train the site(s) (when applicable)
- Ask final questions

Ongoing education

Once you have completed the Onboarding program and launched your study, you will retain access to the Academy. The Academy is regularly updated with new materials, courses, information on new features, and other resources. As such, it is a valuable portal for continuous learning and self-improvement in GG Clinical enabling you to develop into an expert in the platform over time.

Our commitment to your success

Our commitment to the MedTech industry is reflected in both our platform and services at GG Clinical. We designed the platform with the goal of empowering clinical teams to be their best while maintaining full control over their clinical data, without sacrificing features, design, or compliance. This same conviction and commitment is reflected in our Onboarding process, which has been specifically developed to ensure your success.

Onboarding & implementation program delivery details

- All customer projects team members must complete the required Academy courses
- All onboarding services are provided virtually via Zoom meetings unless there is an agreement in place for physical onboarding
- All services are conducted in English
- GG academy is available for all customers

“The product is easy to use and also to set up. The support team is very professional and responsive, never experienced this with other products.”

Ari I.,
Team Manager

“It feels so inviting and personal working with the customer service team. They have really been so helpful along the way.”

Maria Håkansson,
Director of Clinical Affairs,
Oticon Medical

