

Case Study:

FSP 360 IMS Payment Services Improve Site Satisfaction



SITUATION

About the client - mid-tier U.S. biopharmaceutical company conducting:

- 7 studies, 1,800+ sites, ~3,600 subjects, ~35 countries

Studies were large and complex with a global footprint in need of efficient investigator payment processes.



CHALLENGE

Investigator payments were managed manually through client's in-house Accounts Payable which resulted in:

- Delayed payments
- Low site satisfaction
- Sites refusing to participate in further study activities until payments were received



SOLUTION

- Client outsourced all investigator payments and related services to Syneos Health
- Syneos Health migrated the studies to its core, automated process, enabling accurate payments
- Sponsor received monthly accrual, paid, and forecast reports for full transparency, previously nonexistent

Results

- All site payments became current, all studies fully reconciled and outstanding payments were paid
- Cash management improved as a result of this customized process
- Completed >13,000 payments transactions valued at ~\$84M in site payments
- **Site satisfaction increased dramatically and sites resumed further studies**