ABOUT ERT

ERT is the leading provider of electronic Patient Reported Outcomes (ePRo) solutions & consulting services. Since 2014, studies run in conjunction with ERT have accounted for over 50% of FDA approved medicines, putting life-changing treatment in the hands of over 3 million people.

INDUSTRY LANDSCAPE & CHALLENGES

Healthcare accounts for 17.9% of the United States' GDP, offering goods and services for preventative, rehabilitative, and curative care.

Challenges include:

- Changing global regulatory standards (FDA, EMA, and Health Canada)
- Ability to accurately store and integrate petabytes worth of data

CLIENT CHALLENGES

- Documenting testing with paper records was inefficient, stretching the testing process to 15 days
- 21% of studies released per month had critical defects, resulting in expensive fines and rework costs
- Post go-live defects resulted in more time reacting to fixing versus proactively thinking about pipeline

 "Previous Vendors, it's just been a numbers activity instead of a real understanding of our purpose. My business starts with why we do what we do. Other vendors are just bodies in chairs. Not KMS"

——————— Director of Solutions Delivery

SUCCESS STATS

- ☑ **36%** Increase in Delivery Speed
- ☑ **200%** reduction in FDA audit
- ☑ **$150K** savings per year in bug fixes and rework
- ☑ **$900K** savings in annual labor
- ☑ **8+** years with no critical defects
- ☑ **72+** Integrations
- ☑ **50%** decrease in test cycle duration
- ☑ **60%** reduction in effort from incumbent

KMS IMPACT

- Introducing qTest allowed for more transparency and reduced overhead time and audit processing effort by 200%
- By introducing test automation, ERT can now design, develop, and test studies in just 9 weeks, instead of the 14-week timeline they previously had
- By saving time, productivity, and headcount costs, ERT can focus on bringing on additional clients each month, providing a direct contribution to revenue.
- Implementing 72+ integrations for ERT has led to higher productivity and fewer defects
- KMS has a strong understanding of the healthcare/life science industry's regulations and ensured ERT's framework maintained the FDA and EMA standards.

CONCLUSION

After modernizing and shortening ERT's testing process, KMS and ERT have been able to continually improve process efficiency, speed up time-to-market, and increase team capabilities. This savings in time, productivity and headcount have allowed ERT to bring on additional clients and explore new revenue streams.