CUSTOMER CASE STUDY ACADEMIC RESEARCH · CTMS

Liverpool School of Tropical Medicine runs a 65+ study research portfolio from a single site on AQ CTMS

Recruitment, the visit diary, participant management and communications for every study — in **one system**, instead of spreadsheets, Outlook and phone calls.

THE CUSTOMER

125 YEARS
1898 – 2023

LSTM
LIVERPOOL SCHOOL OF TROPICAL MEDICINE

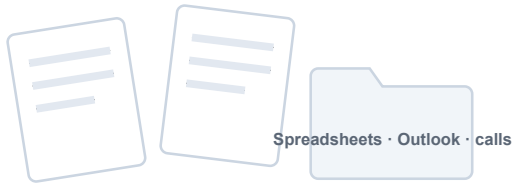
Organisation: Liverpool School of Tropical Medicine

Setting: Academic clinical research

Groups: ARC & Respiratory Clinical Research Group

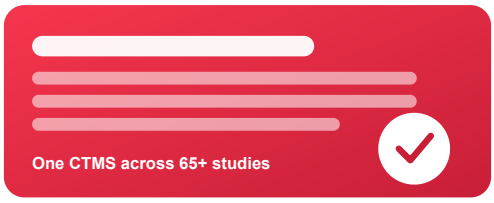
Modules adopted: AQ CTMS

BEFORE



AQ CTMS

AFTER



65+
studies run in AQ CTMS

1
single research site

6
years in daily use

All
studies: reminders, diary & tracking in one place

65+ studies and 6 years of daily use are confirmed figures; remaining outcomes are described qualitatively.

THE STORY IN 30 SECONDS

- ✓ **The challenge:** a busy single-site clinic running dozens of concurrent studies, with appointments in Outlook, participants on spreadsheets and reminders made by phone.
- ✓ **The adoption:** in daily use for 6 years across the Accelerator Research Clinic, now spanning 65+ studies.
- ✓ **The choice:** AQ CTMS — one system for recruitment, the visit diary, participant management, communication and operational analytics.
- ✓ **The scope:** operational trial management on a single site, with automated email and SMS reminders and a mobile app across all studies.

01

THE STARTING POINT

A busy single-site portfolio, managed across scattered tools

LSTM's Accelerator Research Clinic runs dozens of studies at once from a single site. Appointments sat in Outlook, participants were tracked on spreadsheets, and reminders

meant clinical staff phoning people one by one. That works for one or two studies — but across a large concurrent portfolio, the scattered approach didn't scale.

Appointments in Outlook

Visit scheduling lived in calendars, with no link to the study or the participant record.

Participants on spreadsheets

Each study tracked its participants separately, with no single view across the portfolio.

Manual reminders

Staff phoned participants one by one to confirm visits — time-consuming and easy to miss.

No room to scale

Every new study meant another spreadsheet and another calendar, multiplying the admin load.

BEFORE AQ

- ✕ Appointments tracked in Outlook calendars
- ✕ Participants tracked across spreadsheets
- ✕ Reminders meant phoning participants one by one
- ✕ Study admin scattered across inboxes and calendars
- ✕ No single view across concurrent studies
- ✕ An approach that didn't scale past a few studies

✓ WITH AQ CTMS

- ✓ **Every study in one shared workspace**
- ✓ **One visit diary across all studies**
- ✓ **Each participant's studies, visits and history in one record**
- ✓ **Automated email and SMS reminders, plus a mobile app**
- ✓ **Operational analytics across the whole portfolio**
- ✓ **65+ studies run from a single site**

02

SELECTION & FIT

What LSTM needed — and how AQ answered it

LSTM needed to run a large, busy portfolio from one place — without a separate tool for every study. Here is what they needed, and how AQ CTMS answered it.

LSTM NEEDED

Run many studies from one place

A single home for every active study, not a folder of spreadsheets.

HOW AQ ANSWERED

Study management

Every study set up and managed in one workspace.

LSTM NEEDED

Recruit and screen participants

Move candidates from interest through to enrolment, per study.

HOW AQ ANSWERED

Recruitment

Track candidates through to enrolment within each study.

LSTM NEEDED

Schedule visits without clashes

One calendar for a busy clinic running many studies at once.

HOW AQ ANSWERED

Visit & diary planner

A shared diary across all studies, with clear day and week views.

LSTM NEEDED	HOW AQ ANSWERED
Keep every participant straight One reliable record per participant, across their studies.	**Participant manager** Each participant's studies, visits and history in a single record.
Cut no-shows and manual chasing Stop phoning people one by one to confirm visits.	**Communication** Automated email and SMS reminders, plus a mobile app, to lift compliance.
See how the clinic is running Understand activity across studies to plan capacity.	**Operational & study analytics** Reporting across studies, visits and activity.

The core of the fit

One system that runs the whole participant journey — recruitment, scheduling, participant records, communication and analytics — for every study on the site, instead of a patchwork of spreadsheets and calendars.

> **AscensionQ has made the booking of research trial participants straightforward and efficient for our busy clinic. The system has many helpful functions and is easy to use. The reminder setup and mobile app has improved appointment compliance across all of our studies.**

Madi Farrar — Senior Research Nurse
Accelerator Research Clinic (ARC), Liverpool School of Tropical Medicine

IN DAILY USE

- ✓ Booking across 65+ studies
- ✓ Automated email & SMS reminders
- ✓ Mobile app for the clinic team
- ✓ 6 years in daily use

03

AT SCALE

One site, 65+ studies, one operating picture

Rather than a separate system or spreadsheet per study, the whole portfolio runs through one CTMS. Staff see the week across every study at once, prepare the clinic and labs against the visit diary, and bring each new study into the same workspace — the clinic has grown its study count without scattering back into separate tools.

65+ **studies** run on a single site through one CTMS — recruitment, diary, participants, communication and analytics in one place.

04

WHAT'S LIVE

What's live: the connected operational record

The six pieces work as one record — recruitment flows into the diary, the diary into participant management, reminders go out automatically, and analytics read across all of it.

Study management

Every active study set up and run in one workspace.

Recruitment

Candidates tracked from interest through to enrolment, per study.

Visit & diary planner

A shared calendar across all studies, with day and week views for a busy clinic.

Participant manager

Each participant's studies, visits and history in a single record.

Communication

Automated email and SMS reminders, plus a mobile app for the clinic team.

Operational & study analytics

Reporting across studies, visits and activity to plan capacity.

Scoped to operational trial management. AQ's eISF, QMS and finance modules are separate products and are not part of this deployment.

05

RESULTS

Outcomes to date

These outcomes are supported by 6 years of daily use across the Accelerator Research Clinic.

- **Fewer missed appointments** — automated email and SMS reminders, plus the mobile app, lift attendance across all studies.
- **Communication in one place** — participant and team communication run from the system, not scattered across inboxes and phone calls.
- **Smoother screening and recruitment** — candidates tracked from first contact through screening to enrolment, study by study.
- **Faster study set-up** — new studies are stood up in the same workspace, without rebuilding spreadsheets and calendars each time.
- **Less admin overhead** — automated reminders and a single system cut the hours spent chasing visits and re-keying data.
- **More studies, one site, one team** — the clinic runs 65+ studies without scattering back into separate tools.

06

ASSURANCE & REGULATORY SUPPORT

Designed and documented to support regulated use

AQ provides documentation to support information governance, IT assurance, data protection and procurement review for a clinical trial management system that holds participant data. Items are grouped by what AQ holds, what evidence is available, and what the platform is designed to support.

INDEPENDENT CERTIFICATIONS & REGISTRATIONS

Held by AQ

- Cyber Essentials
- ICO registration: ZB324099

ASSURANCE EVIDENCE AVAILABLE

Provided to support review

- NHS Data Security and Protection Toolkit submission
- System and supplier validation documentation
- Information security documentation
- Data protection documentation (UK GDPR / DPIA)
- Business continuity and disaster recovery evidence
- Penetration-testing summary
- Hosting and data-residency information
- Supplier assurance documentation

DESIGNED TO SUPPORT

Mapped against relevant expectations — alignment, not certification

- ICH GCP E6(R3)
- Applicable UK Clinical Trials Regulations
- UK GDPR and Data Protection Act 2018
- MHRA expectations for computerised systems
- 21 CFR Part 11 electronic record and signature requirements
- GAMP 5 principles
- ALCOA++ data-integrity principles
- ISO 27001 and ISO 22301 control principles (alignment)
- NCSC Cyber Assessment Framework principles

UK-hosted environment

AQ supports controlled electronic retention and retrieval of clinical trial records and participant data in accordance with applicable UK requirements, including 25-year retention where required under the amended UK clinical trial regulations. Applicable retention periods depend on the type of research, regulatory route, study submission date, sponsor requirements and relevant legislation.

AQ provides a configurable platform together with supporting documentation. Achieving and maintaining regulatory compliance also depends on the organisation's own configuration, validation, procedures and oversight. ISO control principles are referenced as alignment unless formal certification is stated.

NEXT STEP

See how AQ CTMS could fit your research organisation

Book a focused demonstration based on your clinical trial management processes.

Book a CTMS demo

ascensionQ
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UK-hosted environment

AQ supports compliant operation through configurable controls and documentation; regulatory compliance remains subject to appropriate configuration, validation and organisational procedures.