

Translating Technology to Improve Patient Outcomes, Enhance Quality, and Reduce Costs

"Help, I need HELP!", Support is Everything!

"After I Buy in, How much is Support, going to cost?"

When an organization invests in a system, they expect that the system will be supported by the vendor. And, they are. The question is, "At what cost?". Of course, you already know that CREDIT© has **no** "Buy in Cost".

Because most systems are purchased, the cost for support has an expiration date. After that date (usually 60-90 days), all support "Issues" are charged back to the organization on an "Instance" basis. This is not only expensive (and we think wrong), but it discourages staff from seeking outside help. As a result, staff continue to struggle trying to use the system. This, in turn, reduces staff productivity; which is counter to why the purchase was executed in the first place!

Unlike any other system, CREDIT© is a "Collaborative Project" that involves all users across the country! There is no "Purchase" to execute, just a license that allows CREDIT© be the solution, and the DDOTS staff to become part of your Research Team. Yes, that means you call on DDOTS when you need help. No "Instance" fee, no "Expiration Date", just help when your need it.

Can you imagine a system where you get "...one free phone-based support instance..."? How do you like that fact that you can pay from \$90 to \$100 per support "instance"? That really slows staff down when they need it most. And if that is not enough, some companies cannot even "promise"

Nevada Cancer Research Foundation Las Vegas, Nevada Gets Trained Using the CREDIT© System

The Nevada Cancer Research Foundation started 2008 out with the installation and training on the CREDIT System. They began the process of having Data Converted from their existing Access databases and spreadsheets.

The data conversion process began two months prior to training. Several Access and Excel spreadsheets were merged into one seamless system: CREDIT©. Staff took ownership in cleaning up some of the existing data entries prior to final data submission for staging the actual database final conversion. During the process selected staff would inspect the data loaded into CREDIT© to insure the quality of the conversion process.

Finally, on January 7, 2008 the three-day training sessions began. Every module from Pre-Study Screening through Patient-Protocol assignment and Calendar Creation were covered in a single day. Day 2 was dedicated to the IRB Regulatory Module, and Day 3 saw how the Financial System works throughout the entire CREDIT© environment. Congratulations, Karen VanWagenen and staff!

that there will be an update to the system "Annually". Ouch!

"Support" is what DDOTS is all about. Because all of the systems (IDEA, IRBANA, and CREDIT) are collaborative projects, support is never-ending! "Are you kidding me? I can call tomorrow, next week, next month, next year....?". Yes. And get this... there is **absolutely no "ticket" or "incident" fee!**

"Will I get an update to my system this year?" You have to be kidding! DDOTS updates your system every couple of weeks. Because we "listen" to staff using our solutions, we implement their ideas as part of the "Collaborative" system.

Join the DDOTS team, and DDOTS will join yours! Call DDOTS now for an introductory tour of what CREDIT, IDEA, and IRBANA solutions can do for your research. Or, visit the DDOTS Website:

<http://www.ddots.com>

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Since 1995 CREDIT© has been the Premier Research Management System. May of 2008, marks the 13th anniversary of this powerful system. Installed at sites across the country, CREDIT© is the leader in Collaborative Clinical Research Administration.

DDOTS, Inc.

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Las Vegas, Nevada

The CCOP is Administered by Kathy Vanwagenen. She and her staff were trained over a three-day period using the CREDIT© System. Installed in January, they are our March Collaborators!