

# THE PROOF IS IN THE PROCESS

PlanActivation®

o **Susan Haithcock**  
INC Research PlanActivation Specialist

 **The Trusted Process®**

**Meet Susan Haithcock**, a PlanActivation® Specialist. As Senior Manager of Sponsor Contracts and Functional Services, Susan's role is to facilitate sponsor negotiations – as quickly as possible – and finalize the contract.

If the clinical trial services agreement is held up in negotiations, other critical start-up steps are also held up – such as site initiations. A prolonged contract process will likely shift all timelines, which is never an ideal start to a project.

At INC Research®, our contracts negotiation team acts as the liaison between the sponsor, legal department and project management team. By getting involved right at the beginning of a study, they better understand final study specifications. Better understanding of the study means a smoother negotiation process with fewer unexpected revisions. A fast contract cycle means the trial is immediately ahead of schedule.

Yet there are always curve balls. One customer had developed their own CRO template agreement and exhibits, rather than using INC Research's established templates. Because these documents were new to everyone, it required the PlanActivation team to be even more flexible and communicative with the customer to agree on certain terms and definitions. The result was a letter from the customer expressing his appreciation on how the negotiations were handled.

*"INC Research's contract manager's demeanor was always respectful, caring and helpful which was invaluable in the negotiation process."*  
- Contracts Administration Manager from a pharmaceutical company

PlanActivation is the first phase of our Trusted Process®. Before we are even awarded a study, our cross functional team applies their years of clinical experience and therapeutic foresight to evaluate or develop your study plans.

At INC Research, it's all about the process...our Trusted Process...our proven, metrics-driven methodology that delivers predictably dependable outcomes – created and perfected by us. By consistently delivering actionable results, we are able to support your critical drug development programs, on time and on budget.

To learn about how our Trusted Process can help complete your Phase I-IV trials, please contact Trisha Vonder Reith at [tvonder@incresearch.com](mailto:tvonder@incresearch.com).

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Therapeutic Foresight. Trusted Results.™