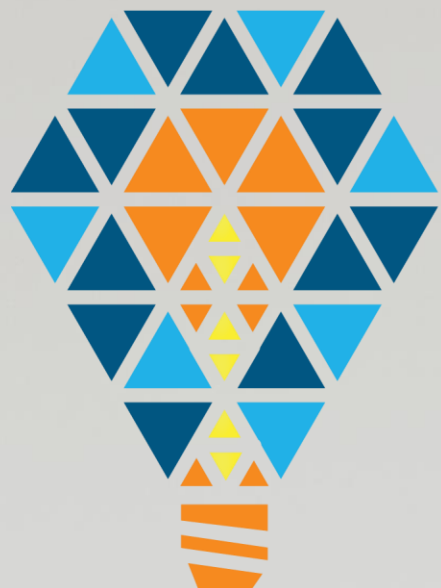




SCRS WEST

Site Innovation Summit

WATCH ONE • DO ONE • BUILD ONE



Co-Creating Clinical Trial Success: Sites & Vendors in Action

June 2, 2026

PARTNERING FOR SUCCESS



Faculty Disclosure



In compliance with ACCME Guidelines, I hereby declare:

I do not have financial or other relationships with the manufacturer(s) of any commercial services(s) discussed in this educational activity.

Speaker Name, Organization

Speaker Name, Organization

Speaker Name, Organization

Speaker Name, Organization



Criteria for Awarding Contact Hours



Applicants must be present during the “live” event, contact hours are not issued for recordings.

Applicants must attend the activity the whole time, missing no more than ten minutes of the activity.

Applicants must complete the post-meeting survey with a score of at least 70%.

Applicants must complete the post meeting survey evaluation questions.

Society for Clinical Research Sites, Inc. is accredited as a provider of nursing continuing professional development by the American Nurses Credentialing Center’s Commission on Accreditation.

Co-Creating Clinical Trial Success: Sites & Vendors in Action



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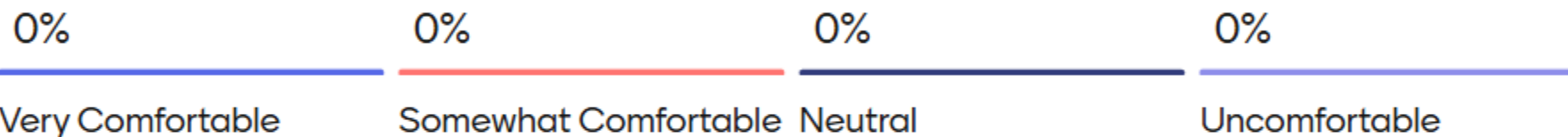
What type of organization do you represent?



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Waiting for participants

How comfortable is your site implementing and using new technology?



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Waiting for participants

How would you describe your current relationship with your technology vendor?

0%

No Established
Relationship

0%

Purely Transactional

0%

Neutral

0%

Collaborative and
Engaged

0%

True Strategic Partnership



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Setting The Stage

Why This Conversation Matters

Purpose and Context of the Workshop



Workshop Purpose

Clarify challenges in technology adoption focusing on real-world behaviors and processes.



Partnership over Procurement

Emphasizes partnership, trust, and shared accountability instead of traditional vendor approaches.



Key Challenges Identified

Challenges stem from misaligned expectations, unclear ownership, and underdeveloped relationships.



Guided Narrative Approach

Focuses on long-term success through communication and aligned behaviors, not feature comparisons.

ACT I

Qualifying the Right Partner

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Reframing Vendor Selection as Mutual Qualification



Mutual Qualification

Focus on mutual evaluation to ensure sustainable collaboration and alignment.



Traditional Selection Pitfalls

Prioritizing features, cost, or speed often leads to misalignment in readiness and ownership.



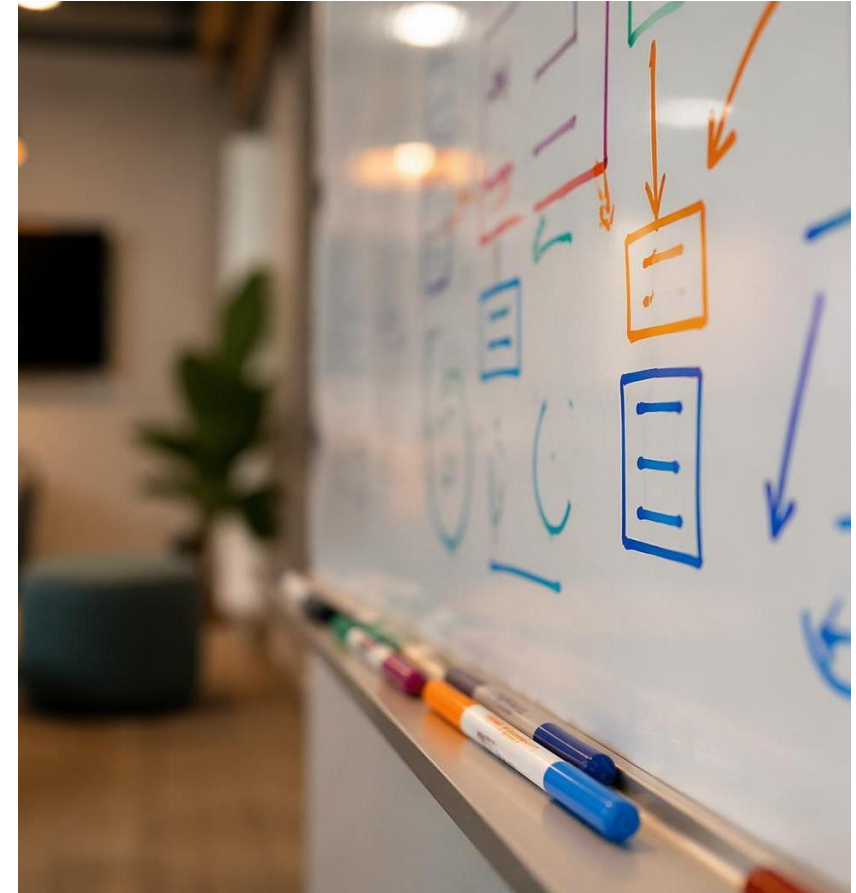
Four-Pillar Framework

Operational readiness, responsiveness, change capacity, and ownership mindset form the foundation.



Transparent Dialogue

Deeper questions from sites and transparency from vendors foster resilient relationships.



ACT II

Implementation as a Relationship

Implementation as a Trust-Building Process



Navigate Friction Points

Address misaligned assumptions, unexpected workflow challenges, and communication breakdowns during rollout through transparency and shared problem-solving.



Build Trust Through Process

Use regular check-ins, transparency, and shared accountability to repair and strengthen partnerships during implementation.



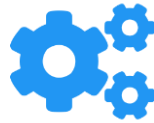
Define Ownership Boundaries

Interactive reflection on responsibilities reinforces that successful implementation depends on collaboration and adaptability from both sides.

ACT III

Optimization and Sustaining Value

Post-Go-Live Optimization and the Trust Flywheel



Ongoing Optimization

Post-go-live success depends on continuous tuning, feedback, and process refinement.



Vendor Responsiveness

Proactive engagement and responsiveness sustain momentum and trusted partnerships.



Trust Flywheel

Consistent communication builds trust, driving value creation and deeper commitment.



Continuous Journey

Optimization is an ongoing, collaborative process rather than a one-time task.

Synthesis and Key Takeaways

Applying Partnership Principles Across Stakeholders

Reframing Vendor Selection as Mutual Qualification



Stakeholder-Specific Takeaways

Sites focus on readiness and ownership; vendors emphasize responsiveness and relationship-building.



Support from Sponsors and CROs

Promote collaboration through realistic timelines and shared expectations to ensure project success.



Core Partnership Themes

Process over tools, trust over transactions, and partnership over procurement provide a practical framework.

Contact Information



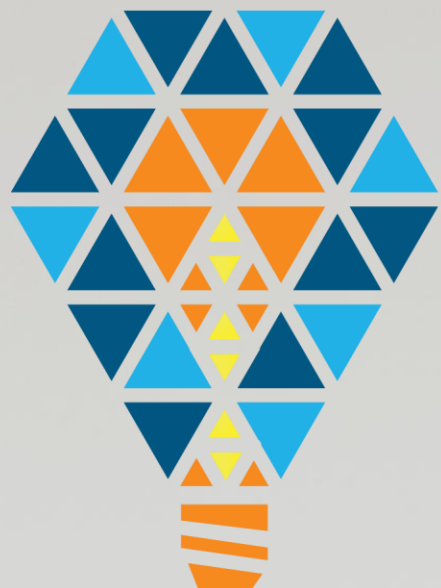
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