

Investigator Payment Insights: Global Challenges

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Ideal State of Investigator Payments

What does this look like?

- ✓ Preferred payment frequency
- ✓ Getting paid according to contracted timelines
- ✓ No operating cash constraints
- ✓ No administratively burdensome processes
- ✓ Visibility into what you are getting paid for and when



The Reality

What sites are actually facing..

- ✓ Undesirable payment terms
- ✓ Getting paid less frequently than contracted terms
- ✓ Cash flow constraints
- ✓ Manual, time-consuming administrative workflows
- ✓ Lack of view into what is being paid and when



Sites worldwide are conducting more studies
with more complex protocols, but financial
and administrative workflows
remain a challenge

It's in the Proof

Sites surveyed around the world
provided feedback..

And here's what you said

Large Volume of Studies

How many studies are you conducting right now?



35% of sites surveyed said they are conducting **more than 21 studies**

Core Focus

More than 80% of site staff surveyed are involved in the invoice process

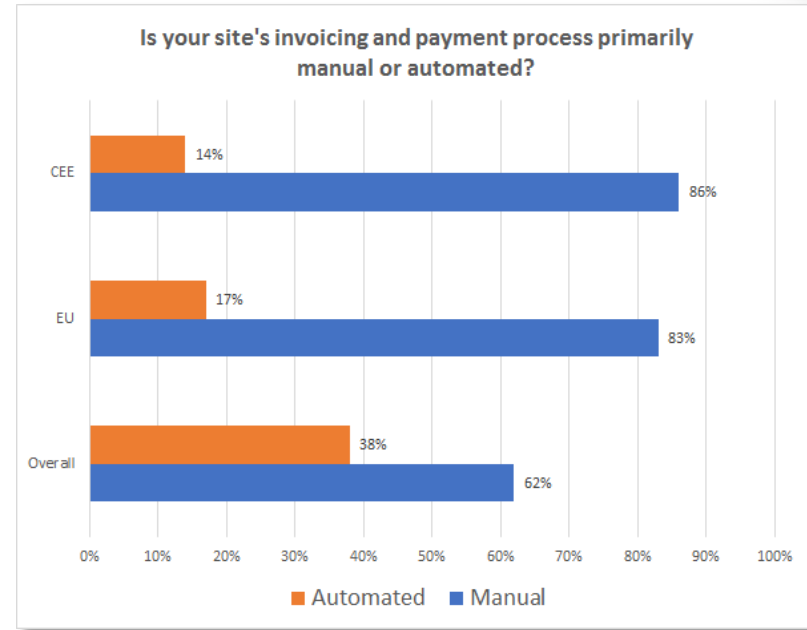
But more than 70% indicated that accounting / finance is not their primary role!



Payment Workflows

Sites are still relying on manual, outdated invoicing and payment processes

In fact, **86%** of sites surveyed in central and eastern Europe



Payment Delays

Delays in payment can significantly affect operational cash flow

76% of EU sites say they are contracted to receive payment quarterly...

Yet nearly 48% indicate actually getting paid less than four times per year



Payment Delays

“(Payment frequency) has a significant impact on our cashflow.”



“We are currently considering advising a sponsor that we cannot continue to conduct the study at our site due to the financial loss associated with the study.”



“Too many resources spent on (managing payments) when it could be spent on running the trial.”



“Payment frequency effects our ability to meet financial needs and our ability to operate as a company.”



Key Challenges

What did sites say are their biggest challenges?

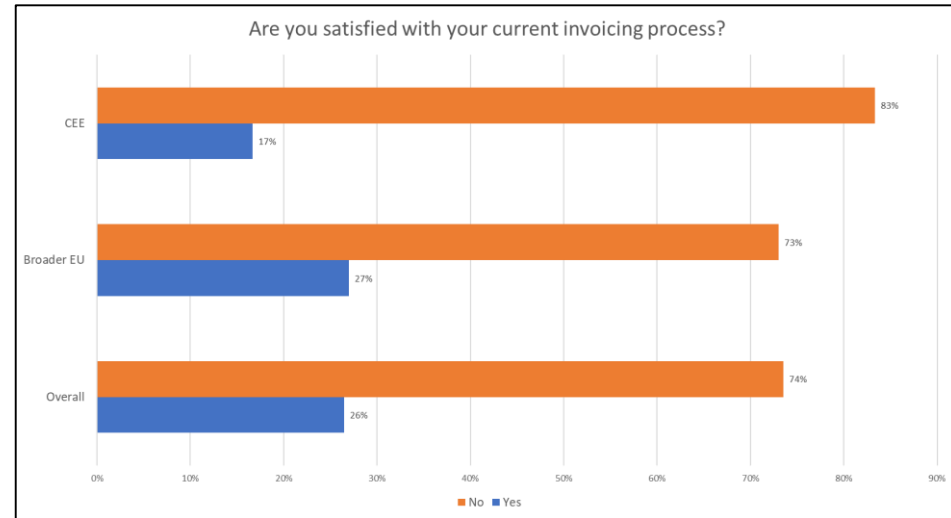
- Length of time to get paid
- Distraction from primary research activities
- Pass-through costs
- Financial predictability




Status Quo

Are you satisfied with
the status quo?

83% of central and eastern
European sites are not satisfied
with their current invoicing process





Sites are recognizing the value that
technology brings to their
administrative and financial workflows

Site Preference

92% of sites see a definite benefit in automating their invoice process

And 93% of central and eastern European sites surveyed would rather work with a sponsor or CRO who invests in technology to alleviate these challenges



A Push for Change

Progress is being made..

- ✓ Innovative solutions exist
- ✓ Sponsors are buying into automation
- ✓ Knowledge is being spread world-wide



But there is still work to do

Speak with your sponsors about
transforming manual, time-consuming
workflows and introducing efficiency into
clinical research