



Original thinking... applied

Believe in better data

Migrating to remote and digital - ensuring your data delivery



The benefits of migrating to remote & digital

It is said that there are three phases of Covid-19: resiliently navigating the crisis, planning for recovery and then re-imagining the next normal. With phases one and two successfully under our belt, in our re-imagining phase it became apparent we had reached a digital inflection point. Going forward, how we interact would look fundamentally different.

Digitising at speed and scale

Already in the throes of digital transformations pre-pandemic, Covid-19 accelerated the scale of our initiatives, in a matter of weeks seeing digital becoming central to our every interaction.

Digital channels became the primary and, in some cases, sole engagement model alongside agile ways of working to enable us to meet the daily changes you face. Outstanding digital experiences delivering the things our clients most value (expertise, accessibility and transparency), are twice as important now as in the past and are our top priority. With these influencing factors remaining with us for the foreseeable future, digitising in this way is a logical step.

Ensuring the continuation of our clients' projects has been our key focus.

Thanks to our ability to digitise at speed and scale and embrace a more creative approach in an otherwise highly regulated industry, we were able to keep communication channels open, providing high levels of interaction ensuring we could deliver our client projects on time, and maintain our usual high standard of quality.

Additionally, out of 51 audits performed over the last quarter, 44 of these were carried out remotely.

Our remote digital monitoring visits, audits and facility tours are geared towards delivering a transparent and collaborative experience that mirrors in person meetings. Whether you need to complete a routine monitoring activity or oversee a scientific element of your project, doing so remotely will enable you to achieve your goals and objectives - wherever you may be working.

Pre-virtual planning

The same rigorous steps for an in-person audit, monitoring visit or client tour are followed throughout the planning of a virtual meeting. The appropriate parties will collaborate on the setting of an agenda, ensure key staff members are available to provide input and schedule the virtual meeting. We will ensure steps are taken ahead of time so that all individuals involved have access to the required systems. This includes access to the platforms participants will use, providing them with sufficient time to familiarise themselves with it ahead of time.



Delivering a smooth-running virtual meeting

Flexibility is a key benefit of a virtual monitoring visit, audit or client tour and all documents related will be shared easily between all individuals involved. Ease of communication is also essential. Due to its intuitive nature and many features that support effective communications, including video calls, screen sharing, live streaming and chat, Fera use Microsoft Teams as a platform of choice. Other platforms can be considered and should be highlighted during the planning of the virtual meeting. Direct messaging can also be utilised to facilitate communication between other key individuals involved, as well as the hosts.

During your visit, audit or tour, there may be scheduled or ad-hoc discussions around processes, SOPs and departments, and these meetings can be well-facilitated virtually.

Data security is a priority, and special controls can be enforced for the handling of any sensitive material.

This can be shared through a secure Fera-hosted meeting. Additionally, a demonstration of our computerised data collection systems may be provided so you can understand them and ask any questions to inform your activity.

Concluding your virtual meeting

All virtual visits, audits or tours conclude in the same way, with a final meeting involving all relevant parties. This provides a valuable opportunity for all parties to discuss their observations make recommendations and share feedback. These recommendations can then be rapidly implemented to bring about future improvements with regards to systems, service and compliance.

Virtual site visits and tours

Prior to Covid-19, many Fera clients enjoyed visiting our facilities and see their study taking place. This service is still available via a virtual site visit. Moving to a virtual model, we are able to provide you with the opportunity to visit the site, providing a unique insight and truly interactive experience in real time. On your virtual site visit you will be greeted by your dedicated team and then taken on a tour of the whole facility, or simply focus on the key areas of interest to your study.

During your tour you will also have the opportunity to see your study via live streaming and of course this is a two-way tour so you can ask those burning questions - all from the comfort of wherever you are working.

Start your new study with a virtual site visit

Despite all the challenges this year from Covid-19, Fera has remained firmly on the front foot of change. We're dedicated to ensuring that data integrity is maintained at the highest standards across all of our studies with the successful integration of technology to facilitate not only remote audits but also virtual site visits. Why not book a virtual visit today to view our facilities and discuss your next study?