

# Clinical Trial Portal



## The Challenge

A company providing skilled support for clinical trials needed a better way to manage, track, and share critical trial information with the many stakeholders involved in each study. Existing third-party portals were not aligned with their workflows, which made it difficult to track patient conversion metrics, monitor study progress, and keep stakeholders informed. Many processes were manual, time-consuming, and prone to delays – impacting study startup timelines and patient engagement.

After reviewing their processes, several key goals emerged:

- Provide clear, up-to-date patient conversion metrics (from potential to active).
- Deliver relevant trial information to stakeholders based on role.
- Improve study startup speed and efficiency.
- Reduce manual communication and step-tracking.
- Increase patient retention throughout the study.

## The Solution

We designed and built a custom clinical trial portal tailored to the organization's workflows and stakeholder needs. The platform centralized trial data, patient activity, and study communications into a single, easy-to-use interface, giving stakeholders real-time visibility into trial progress and patient conversion metrics.

The portal introduced automated notifications and reminders to reduce manual follow-ups and highlight delays before they impacted study timelines. Integrated reporting dashboards allowed administrators to monitor performance across studies and make faster, more informed decisions.

The solution was designed and developed as a React-based Web Application with Azure Front Door supporting performance and scalability, Power BI enabling visualization and reporting, and SendGrid managing automated communications and notifications. Together, these tools created a reliable, scalable platform that could grow alongside the organization.

## The Results

This portal transformed how clinical trial stakeholders accessed and shared information. Manual processes were replaced with streamlined digital workflows, reducing study startup times and administrative effort. Patients received more consistent communication and reminders, improving engagement and retention throughout studies.

For our client, the portal did more than improve efficiency – it strengthened their position within the clinical trial ecosystem and created a differentiated service offering. By combining real-time data visibility, communication tools, and patient tracking into a single platform, they were able to deliver greater transparency, improved coordination, and a more valuable experience for trial sponsors, partners, and patients.