



Viedoc Professional Services

Technical expertise and support whenever you need it

Viedoc's eClinical suite is designed to allow users to quickly and easily build, deploy, and manage clinical studies. To enhance your in-house capabilities, Viedoc Professional Services provides additional, on-demand resources and expertise that can help you get the most from your investment. We'll give your team the precise support needed, as needed – helping you focus on running an effective study.

Certified Designer Training For in-house Viedoc designers



Viedoc's comprehensive training prepares you to build, manage, and maintain your studies independently. Online modules enable designers to learn at their own pace yet become fully Viedoc certified in as little as 16 hours. Our certification program can quickly transform study designers from "users" to "experts."

Technical Support For quick resolutions



Ensure your clinical trials run smoothly with Viedoc's in-depth technical support. Our dedicated support team ensures in-house Viedoc Certified Designers can maintain and fine-tune their clinical studies for optimum performance. Viedoc's online help desk and worldwide, round-the-clock support is skilled, experienced, and ready to help you succeed.

Study Build For world-class study designs



Viedoc's expert designers and project managers can work side-by-side with your people to design highly effective, ready-to-run studies. We'll work with you throughout the study build process to meet each unique study protocol's requirements. We'll also assist if parameters change midway through the study, to keep you on track for success.

Customer Success For clinical trial excellence



Viedoc's customer success team works with in-house study teams, providing the knowledge and assistance needed to develop and maintain an effective clinical trial. Select customers gain a dedicated point of contact for technical matters, guiding them through the details of Viedoc's solutions – enabling users to get the most from their investment.

Viedoc Professional Services – how is it done?

- Online and/or custom-tailored live training
- Technical support - web-based helpdesk staffed by Viedoc experts ready to provide assistance and guidance
- Study build management - dedicated project manager to work with your team to ensure Viedoc is configured to meet the needs of your study
- Customer success and enablement - our CSM team consists of industry experts, customer success experts, and, of course, Viedoc. They are available to larger customers and CROs who benefit from the next level of expertise.

About Viedoc

Viedoc delivers powerful eClinical solutions that streamline clinical trials, making data collection, management, and analysis faster and easier. Trusted in 75+ countries, powering 7,000+ studies with more than 1.6M participants, we accelerate clinical trials and bring life-changing treatments to market faster.

Discover how it works!



Click here to learn more about specific services, support options, and certification opportunities.