

## Application Service Provider for Hosting Oracle® Clinical/RDC/TMS, Oracle AERS and eLoader™

CSS Informatics, a division of PPD, Inc., offers hosting services that can reduce the cost of hardware, resources, validation and the complexity of running your own Oracle Life Sciences (OLS) and eLoader infrastructure.

### Benefits of Hosting

- No hardware concerns: We manage all servers, databases and internal network components
- No software concerns: We manage the operating systems, databases, OLS and eLoader applications, along with the installations, upgrades and validation (IQ and OQ) for all components
- Help desk and extensive application support with direct access to functional experts
- A fully-validated and regulatory-compliant infrastructure using the same SOPs and working practice documents used for all hosting clients
- Fully secure with 24-hour-a-day monitoring of intruders and viruses including 24 x 7 x 365 technical support of the entire hardware infrastructure
- Worldwide coverage with technical infrastructure support staff across North America and Europe
- Scalability of servers, databases, users and support to meet all potential client needs
- Expert training and implementation services to ensure a swift and efficient start-up process
- Site assessment, site support and site training related to your RDC implementation needs
- A dedicated program manager to handle all of your technical, functional and support needs
- Other CSS Informatics services are available to hosting customers (UAT validation packages, study setup consulting, validation procedure development, custom reports and more).

### How We Differ

- Proven, global, multi-million dollar corporate infrastructure that supports hundreds of clients and studies
- Our corporate processes and procedures are constantly proven by a large client base that performs 70 - 80 audits per year
- We were the first Oracle-approved Oracle Life Sciences hosting vendor
- We are an Oracle preferred provider for OLS hosting and an Oracle partner for the OLS products
- Backed by our billion-dollar parent company, we offer more financial stability than any other independent OLS hosting vendor
- CSS Informatics provides 17 years of tried-and-proven pharmaceutical software experience
- We are a full-service OLS firm offering technical and functional consulting, data migration, training, validation and our proprietary software eLoader for loading external data into Oracle Clinical
- Every client who has audited our facility has selected us as their hosting provider.

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