



SiteChoice : TPS Study Specialist Model

*Dedicated Protocol Experts Improving Patient Experience and Study Outcomes — In
Partnership with your Sites*

What Is the TPS Model?

Dedicated Study Specialists, Fully Aligned to Your Study Goals

TPS enables sponsors to deploy experienced clinical professionals, all with prior Clinical Research Coordinator (CRC) backgrounds, embedded to drive study success from first patient touchpoint to trial completion.

These are **not general resources**. They are protocol-trained, patient-experienced experts who work **in partnership with your site partners** to improve the patient experience and study outcomes.

→ **Protocol-Trained Experts**

Deep study-specific knowledge from day one

→ **Patient-Experienced Professionals**

Prior CRC backgrounds, not generalist consultants

→ **Sponsor-Aligned Focus**

Dedicated entirely to your study's success



Not Site Staff, Dedicated Study Specialists

TPS Study Specialists are **not duplicative of site personnel**. They provide an entirely distinct, additive layer of focused execution that traditional site models cannot replicate.

Sponsor-Aligned

Protocol-focused experts who exist exclusively to make your study succeed — free from competing site priorities

Incremental Capacity

They provide dedicated bandwidth that sites simply do not have, no role overlap, no resource dilution

Focused Execution

A permanent layer of expert support that traditional staffing and site models structurally cannot provide

Built from Real Patient & Site Experience



Every TPS Study Specialist brings **direct, hands-on experience** managing patients in clinical trials. They understand site workflows, operational bottlenecks, and the real-world challenges patients face, because they've navigated them firsthand.

No Ramp-Up Required

They don't need to learn the environment — they've lived it

Site-Fluent from Day One

Immediately productive across patient-facing and operational needs

CRC-Credentialed Background

Every specialist carries real clinical trial coordination experience

How TPS Supports Merck Today

Just-In-Time (JIT) Model

Today, TPS supports Merck through a **Just-In-Time (JIT) resourcing model**, providing:



On-Demand Deployment

On-demand deployment of experienced Study Specialists to sites in need, with rapid response to **capacity gaps, enrollment challenges, and operational bottlenecks**.



Broad Coverage

Support across **all aspects of study execution**, including both patient-facing and non-patient-facing activities, and flexible coverage across **multiple studies, sites, and therapeutic areas**.



Seamless Integration

Resources operate under the **Principal Investigator's delegation of authority**, integrate directly into site workflows, and provide **immediate, hands-on support to stabilize and advance study progress**.

☐ **Today, TPS ensures sites have the support they need, when they need it, to maintain momentum and drive study success.**

Flexible, Multi-Functional Support Across Your Portfolio

TPS Study Specialists provide **dynamic, cross-functional support** — one resource delivering multiple impact points across your entire study ecosystem.



Patient Recruitment

Identification, education, and recruitment of eligible patients at the front end of the trial



Patient Navigation & Retention

Ongoing engagement, navigation support, and retention strategies throughout the study



Study Coordination

Visit support, study coordination, and site-level operational assistance



Data & Site Operations

Data entry, query resolution, start-up activities, and activation support

- ❑ Specialists can support **multiple studies and multiple sites simultaneously** — operating on-site, remote, hybrid, or directly in patients' homes.

True Managed Program – No Artificial Limitations

Permanent Employees, Not Contracted Temps

Because TPS Study Specialists are **permanent employees dedicated to your program**, there are no rigid role restrictions or artificial job boundaries. Resources flex to support whatever the study requires — capacity is dynamically aligned to where the need is greatest.

We provide capability — not just headcount.

What This Means in Practice

No Role Restrictions

Specialists work wherever the study demands, without artificial scope limitations

Dynamic Capacity Alignment

Resources shift in real time to where enrollment, operations, or patient needs are greatest

Full-Spectrum Flexibility

One managed program that adapts continuously to your evolving study requirements

Front-End Impact + Full Lifecycle Support

TPS intentionally places **protocol experts at the front end of the patient journey** — where impact on enrollment and retention is greatest. But their value extends across the entire study lifecycle.



Powered by a Dedicated Talent Acquisition Engine

TPS's internal Talent Acquisition model is purpose-built to attract, hire, train, and deploy **top-tier clinical talent** — fast. We select professionals with both patient management and operational expertise, ensuring every specialist is ready to contribute from day one.



Higher Quality Talent

Rigorous selection for both clinical and operational credentials



Strong Retention

Permanent employment model drives continuity and reduces disruption



Rapid Deployment

Internal pipeline enables fast activation to meet your study timelines



The Outcome: What TPS Delivers

By embedding dedicated Study Specialists **in tandem with site partners**, TPS produces measurable improvements across every dimension of study performance.

1

Improved Patient Experience

Enhanced engagement, navigation, and retention support at every touchpoint

2

Stronger Enrollment Performance

Dedicated front-end focus drives faster, higher-quality patient identification and activation

3

Reduced Site Burden

Incremental specialist capacity frees site teams to focus on their core clinical responsibilities

4

Higher Quality Execution

Protocol-trained experts improve adherence, data quality, and operational consistency

5

Portfolio Flexibility & Control

Dynamic, cross-functional support adapts in real time to your evolving program needs



The Bottom Line

TPS provides dedicated protocol experts — not additional site staff — who deliver focused, flexible capacity to ensure your study succeeds in any way you need.

We improve the patient experience and study outcomes by working **in partnership with your sites** — bringing capability, not constraints. From first patient touchpoint to study completion, TPS Study Specialists are the dedicated layer of execution your program deserves.

Capability

Protocol-trained, CRC-experienced specialists

Flexibility

Multi-site, multi-study, any delivery model

Outcomes

Enrollment, retention, quality, and patient experience