

Organization:

IntraLinks

Organization URL:

www.intralinks.com

Project Name:

IntraLinks Life Sciences

What social/humanitarian issue was the project designed to address? What specific metrics did you use to measure the project's success?

a. IntraLinks is an online service enabling organizations to maintain and exchange sensitive information in a secure, compliant and auditable manner. IntraLinks pioneered the secure content management and collaboration industry in 1996. Since then, IntraLinks has been utilized by over 1million users at more than 80,000 companies and government agencies to improve the way information is shared for the benefit of their stakeholders. b. Within the life sciences community, IntraLinks is used extensively by the U.S. Food and Drug Administration, the British Medicines and Health Regulatory Agency, and multiple other local and national government agencies to streamline the evaluation and approval of a variety of medicines which are vital to human health. Specifically, IntraLinks is used within the clinical trials community to a) broaden the research of critical medicines, b) accelerate the testing of medicines during the clinical trials process, c) enable the efficient evaluation and approval of new medicines by the FDA, MHRA and others, all while d) increasing the health and welfare of patients as they participate in clinical trial activities. c. IntraLinks measures our positive impact in several ways: i. Speed Studies: Show that IntraLinks accelerates the clinical trials process by greater than 15%. This is achieved by replacing former offline, manually intensive, paper-based processes with an online, real-time service for collaborating around critical clinical trials information. The result is more and more comprehensively tested medicines coming market faster. ii. Quality: By automating the delivery of clinical trial test results online and in real time, the FDA, MHRA and clinical trial boards can spend more time reviewing and approving drug test results vs. organizing paper-based submissions. iii. Patient Health: IntraLinks' automation of the document sharing process improves patient health by helping how pharmaceutical and biotechnology companies improve visibility.

Please describe the technologies used and how those technologies were deployed in an innovative way. Also, please include any technical or other challenges that were overcome for the successful implementation of the project.

a. IntraLinks is a cloud-based solution, and we have delivered our solution as a service since 1996. We consider this innovation seminal to the recent and accelerated adoption of SaaS-based solutions by major companies and government bodies around the world. We are proud of the role IntraLinks has played in the trend towards SaaS, particularly given the benefits of faster deployments at reduced cost and risk for the betterment of the clinical trial patients and sponsor organizations we serve. b. As for challenges, we would reference the same challenges facing any technology innovator: resistance to change. IntraLinks service has fundamentally impacted the way the life sciences community exchanges critical patient data during the clinical trials process. Though the overall result of this work has been positive, certain perceptions around patient privacy and overall clinical trial effectiveness had to be investigated and approved as the method of sharing confidential information migrated from offline to online. Over time, the community's adoption of IntraLinks shifted, creating a network effect as more sponsors, clinical trial sites and patient participants became part of the IntraLinks life sciences community.

Please list the specific humanitarian benefits the project has yielded so far.

a. The specific humanitarian impacts can be categorized along two lines: a) the impact on patients participating in clinical trials; b) the impact on broader humanity. b. Impact on Clinical Trial Participants: Patients who partake in clinical trials are often very ill and choose to participate on behalf of extending their life, while also creating positive impact for others who eventually may be afflicted with their condition. By increasing the privacy and security of medical records and patient history, IntraLinks helps assure the personal dignity of millions of patients partaking in clinical trials. In addition, IntraLinks streamlines the way adverse events (i.e., negative or unplanned results) are recorded and communicated throughout the clinical trials community. As a result, critical information on adverse events is analyzed more quickly, potentially resulting in changes to the clinical trial protocols for the benefit of the broader patient population. c. Impact on Broader Humanity: IntraLinks' fundamental mission within the life sciences community is to positively impact the speed and quality with which vital medicines reach patients in need. Our work is hard to quantify in this sense, other than to comment that by improving the efficiency with which pharmaceutical and biotechnology companies research and bring new products to market, and the streamlined and qualitative methods that brings to the FDA, MHRA and other national agencies representing the interests of human health, IntraLinks is making a positive impact.

Please provide the best example of how the project has benefited a specific individual, enterprise or organization. Feel free to include personal quotes from individuals who have directly benefited from the work.

One login and password; visibility to access multiple sponsors and studies; easy to print or download information; customer support. I've called the help desk and "bam," it was fixed. Alerts: Email with a general understanding of the reason for an alert to be triggered, a link that brought the user to the exact location that required action. Searching is easy. Ability to view across studies for the same compound and receive safety letters easily.