

Clinical Investigator Experience:

The UniversalProcon Approach

UniversalProcon has over 32 years of extensive experience in pharmaceutical meeting management. We are a full service agency that provides pharmaceutical companies with complete event solutions that encompass seamless logistical and production management. We are currently the preferred agency partner for 12 pharmaceutical companies, some for the last 10 years. We have managed Investigator Meetings for pharmaceutical clients such as Pfizer, GSK, Allergan, Astra-Zeneca, Wyeth, sanofi-aventis and Lilly, therefore demonstrating our full understanding of the complexities that surround an event and the key objectives required to ensure the success of an event as a whole.

We understand that Monitor and Investigator meetings play a key role in the preparation of a new product for launch. Bringing together relevant specialists in any field to share knowledge and review data is vital both to enhancing product development and to raising global awareness. Therefore we recognize the crucial importance of your attendees and our Client Account Managers and Project Managers will ensure that all the event logistics and travel requirements are managed down to the last detail. This, we promise, will help guarantee a successful event.

Having a global presence with offices in the USA, and shortly opening in Europe and Asia, we fully believe there are some key critical practices that must be implemented to ensure the success of the Investigator Meeting, namely having the right people with the right skills and experience who understand the complexities and the importance of compliance around arranging Investigator Meetings along with a personal, professional approach with your customers.

Our dedicated project team provide a full logistical and production service which ensures that your Investigator Meeting has our complete attention, that we understand your needs, that we support each other throughout the planning stages, and that you have one point of contact from the confirmation of the event through to the onsite execution, that being the Project Manager.

Why choose UniversalProcon?

We have considerable experience that really makes a difference to any of the Pharmaceutical Meetings especially Investigator Meetings we are contracted to. Beyond the bare meeting logistics here at UniversalProcon, we recognise the additional value that we can provide to your organisation in particular our very experienced and passionate project team will ensure the maximum impact and successful delivery for this key meeting event.



The table below shows the level of successful meetings we have contacted in the last 3 years:-

| Europe: | Austria, Belgium, Czech Republic, France, Germany, Greece, Hungary, Italy, Netherlands, Norway, Poland, Portugal, Spain, UK | | |
|--------------------------------|---|---------------|---|
| Asia: | China (incl. Hong Kong), India, Japan, Malaysia, Singapore | | |
| The Americas: | Argentina, Canada, Chile, Puerto Rico, USA | | |
| Africa and Australasia: | Australia, South Africa | | |
| Year | No. of Meetings | No. of Series | Clients |
| 2006 | 38 | 4 | GSK, Boehringer Ingleheim, Eli Lilly, Pfizer |
| 2007 | 33 | 3 | GSK, Eli Lilly, Pfizer |
| 2008 | 71 | 6 | GSK, BMS, Eli Lilly, Pfizer, Roche, sanofi-aventis, Shire, Wyeth |
| 2009 | 68 | 5 | GSK, Duke CRI, Eli Lilly, Forest Labs, Pfizer, Pharmanet, Roche, sanofi-aventis, Shire, Wyeth |

Working in Partnership

Case Study

This Pharmaceutical Company is one of the world's leading research-based pharmaceutical and healthcare companies, headquartered in the UK and with operations based in the US, with an estimated seven per cent of the world's pharmaceutical market

Biopharmaceutical Investigator Meeting

In 2007 & 2008 we have provided logistical and production management for this client on 16 Investigator Meetings in Europe, including the new product study in Paris for 200 attendees and a series of 7 meetings totalling 1,600 delegates. We also managed the launch of the new product in the USA with 340 delegates. Our experience in managing multiple country attendance by working closely with the client's internal travel management came to the fore here.

Communication and technology are paramount to the ease of managing and delivering such a successful meeting. In order to achieve this we provided a web based solution that enhanced effective communication; we created an ideal communication portal and launch platform for the event. This bespoke portal supported the event in several ways including:



Pre-event

General information regarding the city, venue, weather, transport, information on scientific programme, registration of personal details including dietary requirement, accommodation & travel requests.

An example of what it may look like:



Post Event

This is a crucial finish to any event to ensure we have captured everything that has been outlined in the beginning and serves as a platform for future events allowing us to continuously improve on our service offering. Because of the multiple reporting functionality of the web portal, we are able to carry out a post-event feedback survey and evaluation of all attendees. This is broken down by site number, country attendance, non attendees/cancellations which then all feed into bespoke reporting for our client.

Testimonial

“For my last two meetings, working with the Events Team at UniversalProcon has been a real pleasure. The UniversalProcon Team have been extremely proactive in their approach, whilst being aware of our processes and procedures. Making informed decisions has been made very straightforward and I'm always confident and comfortable in the knowledge that all actions will be undertaken and that UniversalProcon are always working to ensure the success of my meeting. As a result I look forward to a long and successful collaboration at future meetings”

Global and European Study Manager, Oncology Clinical Operations.



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