

## Overview and Frequently Asked Questions

**We are thrilled to announce ClinEdge and BTC Network companies will be coming together as one organization under a new, refreshed ClinEdge brand! As a leading clinical and trial management solutions provider to research institutions, pharmaceutical companies and CROs, our mission is to create innovative solutions that connect and empower the clinical trial ecosystem.**

### **Q. Is it true that ClinEdge and BTC Network are merging?**

- A. ClinEdge and BTC Network have always been sister companies with the same ownership and the shared goal of streamlining clinical study conduct for Sites, but with slightly different focuses. With a more robust customer experience, the two companies are coming together as one to further streamline customer efficiencies, enhance service offerings, simplify CRO and Sponsor workflows, and increase study opportunities.

### **Q. I am a current Sponsor client, how does this merger affect me?**

- A. The ClinEdge and BTC Network merger comes with a robust set of service offerings to our sponsor clients. Sponsors will now have access to value-added solutions that enable turnkey research Site and patient engagement services that boost transformative study conduct across complex clinical trials. You can look forward to learning more about these services in the New Year.

### **Q. I am already a ClinEdge Site customer, does anything change for me?**

- A. Everything for ClinEdge Site customers is staying the same! There will be no change in account management or your contract. By streamlining operations, our business development team has expanded, which means an increase in Sponsor outreach activity and potential new studies for your site.

### **Q. I have been a BTC Site customer for a long time, do I have to move to ClinEdge?**

- A. Although you will be moving to ClinEdge, you will still be working with the same dedicated team member and receiving the same care and attention. Aside from a new logo, website, and some other aesthetic changes, you won't experience any changes to your day-to-day operations. This merger about combining two successful companies to allow resources to be readily accessible for our internal teams and external partners.

### **Q. What does this mean for the BSA Financial Service program currently under BTC?**

- B. The service remains the same, however the name and program will change to "Financial Management Services" and will roll up as a service under the ClinEdge umbrella. Same great program, same great account contacts and financial experts!

### **Q. Will there be changes to my contract? Will my payee information stay the same?**

- A. Although this is a merger, there will be no changes to your current contract and all payee information will stay the same. As we approach your contract renewal, our team will reach out to you and guide you through any payee information updates as they relate to your new contract with ClinEdge.

### **Q. How does this merger benefit my Site?**

- A. The ClinEdge and BTC Network merger will come with extensive benefits! By streamlining operations, our business development team has expanded, which means an increase in Sponsor outreach activity and potential

new studies for your site. This growth allows for us to expand our reach to Sponsors, which we are anticipating will result in an increased volume of new studies across all areas.

### **Q. What changes can I expect in the New Year?**

- A. There will be no changes with your assigned account manager or to the workflow you have built together. Starting in January, you will begin to notice small changes to your contacts email signature and email address. All emails will be changed to the ClinEdge domain in 2021, however anything sent to a BTC email will be redirected to the new ClinEdge email so nothing will be missed! You will also see BTC website changes in early 2021 as we begin shifting to [www.clin-edge.com](http://www.clin-edge.com)!

### **Q. Who should I contact if I have ClinEdge Site Network questions?**

- A. If you have questions as a current ClinEdge Site customer, please reach out to Mallory Thomas, Director of ClinEdge Network at [mallory@clin-edge.com](mailto:mallory@clin-edge.com)

### **Q. Who should I contact if I have BTC Site Network questions?**

- A. Any questions or concerns that arise, please reach out to Casey Brecia, Director of BTC Network at [casey@btcsites.com](mailto:casey@btcsites.com)

### **Q. Who should I contact if I have BSA Financial Service questions?**

- A. If you have any questions or concerns, please contact Adam Schear, Clinical Financial Manager at [adam@btcsites.com](mailto:adam@btcsites.com) and he will walk you through any changes as we continue to support your team in every capacity possible.

### **Q. Who should I contact if I have general questions about the merger?**

- A. A. If you have any general questions, concerns or feedback please contact Alyssa Kent, Director of Marketing [akent@clin-edge.com](mailto:akent@clin-edge.com)

**We look forward to your continued partnership in the upcoming year!**

For more information visit [www.clin-edge.com](http://www.clin-edge.com)

