

Collaboration by Design

How ProofPilot Is Building
Connection Into Every Study

In clinical research, collaboration can't be an afterthought. It must be built into the process, from the first site contact to the last database lock. ProofPilot is proving what happens when that principle is taken seriously: collaboration by design.

Built for Collaboration, Not Just Study Execution

ProofPilot's platform isn't just another study management tool. It's a purpose-built environment for collaboration between sponsors, CROs, and sites. Its philosophy is simple but transformative: *make collaboration part of the experience.*

That means embedding communication, feedback, and improvement loops directly into the platform. Surveys, alerts, AI-enabled support, and chat tools are all part of the daily workflow, designed to make it easier for sites, sponsors, and CROs to work together rather than around each other.

What really makes this stand out? **ProofPilot uses its own platform to manage client relationships—the same tools available to sponsors, CROs, and sites. It's a way to experience the technology as their customers do and continuously improve it.** This shared experience creates empathy, alignment, and accountability across every interaction.

Going Straight to the Source

A turning point came when ProofPilot was invited to present its solution directly to clinical research sites with the sponsor company on the call. The sponsor had previously relied on a two-year-old survey to gauge site needs. But when the sites saw ProofPilot's platform firsthand, the response was unanimous: this was the kind of system they wanted.

That direct dialogue did more than validate ProofPilot's design. It underscored a truth the industry too often forgets: meaningful collaboration begins with listening to sites in real time, not relying on assumptions or outdated data.

Sites don't resist new portals; they resist bad ones. When technology genuinely reduces burden, they embrace it.

Continuous Feedback in Real Time

ProofPilot doesn't wait for annual surveys or post-study evaluations to collect feedback. The company has woven a real-time feedback loop into the platform itself. Sites can submit requests, complete surveys targeted to specific roles or studies, and even see when their feedback leads to change.

When a new feature is added based on site input, ProofPilot proactively reaches back out to that site to share the update. It's a small gesture that reinforces trust and shows the sites that their voice matters. This commitment to transparency and responsiveness has helped ProofPilot build enduring relationships with both sponsors and sites. One relationship grew so strong that a site now co-presents with them on industry panels.

Designed for Simplicity and Adoption

Ease of use isn't an afterthought. It's a guiding design principle. ProofPilot's training sessions are short, straightforward, and often not even required. Many users, they note, "figure it out right away." The interface is intentionally simple ("your grandmother could use it"), and communication preferences can be customized so each site interacts with the system on its own terms. By removing unnecessary friction and tailoring the experience to how sites actually work, ProofPilot drives engagement without adding burden.

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Turning Insights Into Action

ProofPilot's data capabilities don't just measure usage. They help sponsors see where collaboration succeeds and where it needs attention. The platform captures metrics such as logins, survey responses, document views, and training completions. AI-powered analytics even track whether sites are finding the information they need or struggling to locate it.

These insights help sponsors identify communication gaps, clarify documentation, and guide ongoing process improvement without adding more work to sites' plates.

Aligning Early, Staying Aligned Always

For ProofPilot, collaboration starts at the very beginning of study start-up. Their standardized implementation process ensures consistency across sponsors and CROs, while early alignment sessions prevent missteps later. The message is clear: when everyone is honest and aligned from day one, there are no surprises down the line.



Collaborate Forward Takeaways

ProofPilot's approach represents more than a successful technology deployment. Their approach is a model for how collaboration can be embedded into the fabric of clinical research. The company's success offers a set of lessons for the broader ecosystem:

- **Don't speak for others. Instead, invite them in.** Direct feedback from sites drives better design and stronger relationships.
- **Keep it easy.** Reduce complexity and make tools intuitive to encourage adoption.
- **Listen continuously.** Real-time feedback and visible follow-through build trust.
- **Align early and often.** Open dialogue and transparency prevent problems later.

By intentionally designing for collaboration, ProofPilot is not only improving its own platform. It's advancing a more connected, responsive, and efficient clinical research environment.

Contributors from ProofPilot

- **Joe Kim**, Chief Strategy Officer
- **Lauren Briggs**, Chief Customer Success Officer
- **Ryan MacKnight**, Vice President, Application Development



The Collaborate Forward Team

A Multidisciplinary Team Dedicated to Industry Collaboration



Sean Soth

CEO, [Hi-Fidelity Group](#),
Senior Vice President,
Strategy & Global Business
Partnerships at SCRS



Marcus Maleck

Vice President, Business
Partnerships and Program
Innovation, [Hi-Fidelity Group](#),
Vice President, Global Business
Partnerships at SCRS



Brian Egan

Owner, [Brian Egan
Communications](#),
Project Lead, Collaborate
Forward

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