



Get to Know Florence Healthcare

We specialize in giving research sites their day
back from paperwork.

We hope to prove ourselves as your partner in
research.



Welcome to the Florence Family

You are joining more than 65,000 study sites in a network that spans 90+ countries, and we are excited to get to know you better.

Our Shared Mission:

- At Florence, we understand that your Investigator Site File is not just a collection of documents - or at least it shouldn't be.
- We know every regulatory document signed, every source document captured, and every task managed is a reflection of countless hours of work, unrelenting dedication and hope for advancing research.
- Florence's aim is to help customers like you become technology-enabled, to optimize workflows and processes, and to help you seamlessly exchange information across affiliates and stakeholders.

Our Promise to You:

- We promise to have your back and to be an extension of a shared mission to advance research together.
- Learn more about next steps to leverage your new Florence account on the pages that follow.



How Flo Works for You

From simply surviving monitoring, to owning it.

With an intuitive and easy-to-use workspace that research sites love, managing your regulatory documents and workflows is a breeze. Plus, the days of mailing, emailing, scanning and faxing are behind you for good. Monitoring transforms to a seamless flow with less disruption and burden to your site.



**Activate Fast and
Remain Productive**



**Maintain Part 11 and
HIPAA Compliance, and
Ownership of eISF**



**Accelerate Workflows
and Crush Timelines**



**Collaborate with
Sponsors/CROs and
Exchange Documents
Queries**



**Enable Remote
Monitoring and Access
in a Few Clicks**



**Quality Control
Documents and
Answer Queries**



Remote Collaboration

The Florence eISF is built for remote collaboration.

Managing regulatory and source document workflows is simple and streamlined in Florence.

1 Create / Customize

Study binder infrastructure, documents, roles and permissions.

2 Circulate

Circulate documents, tasks and signature requests to study team.

3 Complete

Complete and capture forms, documents and source data on Florence eISF platform + fill placeholders

Remote Collaboration

5 Collect

Enable collection of documents for filing in sponsor eTMF.

4 Check

Check task / document completeness, QC documents, and enable SDR/V.

Need Help?



We've got your back.

Support Resources include:

- ▶ Online support 24 hrs/day. M-F. via the Florence “Need Help” chat.
- ▶ Self-guided Florence Help Desk articles, videos, and user tips. Choose “Need Help” when logged into Florence eBinders.
- ▶ Email support@florencehc.com