

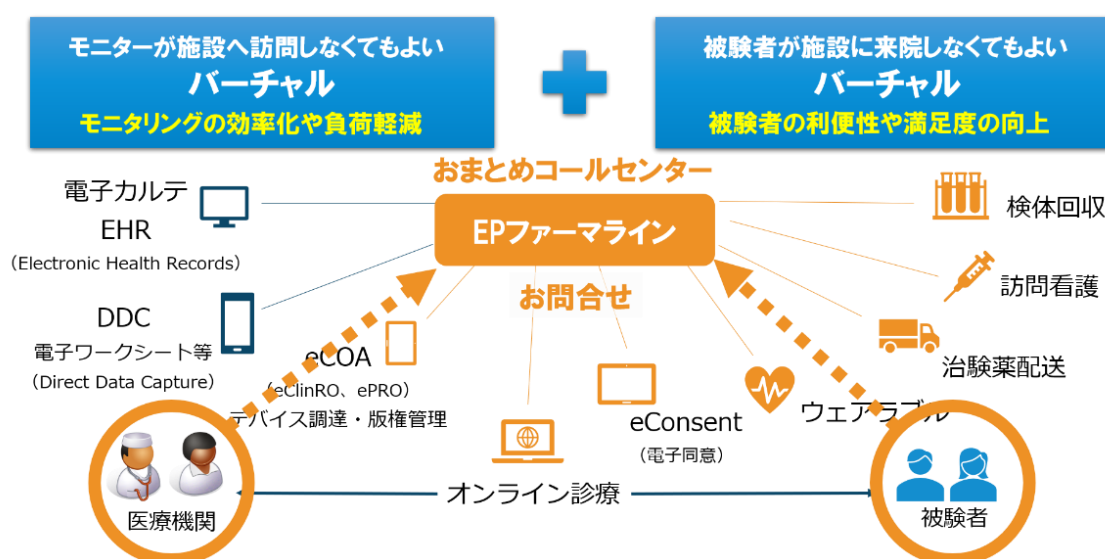
News Release

## Launch of a Consolidated Call Center Service Promoting DCT\*1

The EPS Corporation (Head Office: Shinjuku-ku, Tokyo; President and Representative Director: Akira SASA; hereinafter “EPS”) will launch a Consolidated Call Center service promoting DCT to consolidate support for EP-PharmaLine Co., Ltd. (Head Office: Toshima-ku, Tokyo; President and Representative Director: Kanami IKEDA; hereinafter “EP-PharmaLine”) and Group companies.

DCT uses a variety of systems and tools to run clinical trials, but each of these systems and tools is provided by a different company. This forces subjects participating in clinical trials to contact each respective company when unsure how to use a particular system or tool.

EPS is launching the Consolidated Call Center service to provide clinical trial subjects with a single contact point. This will achieve more patient-centric clinical trials by easing the difficulties felt by clinical subjects.

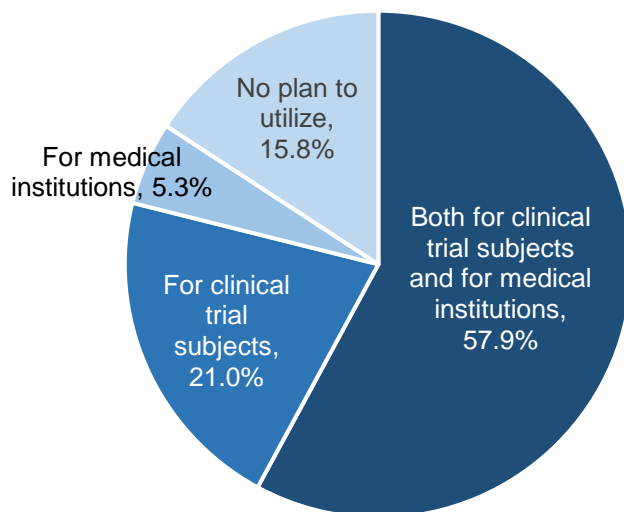


Ahead of the launch of the Consolidated Call Center service, EPS held a web seminar entitled “Revolutionary Consolidated Call Center Service: The Realization of Truly Patient-Centric DCT,” together with EP-PharmaLine on April 13, 2022. This web seminar introduced the unique features of the Consolidated Call Center service, the benefits when used in clinical trials, and the EPS support system provided by the Consolidated Call Center.

The web seminar generated a large amount of interest in the Consolidated Call Center with a post-

seminar survey showing that a total of 84.2% participants would like to use the service.

Which kind of call center would you like to utilize? (n=38)



### Consolidated Call Center

EPS and EP-PharmaLine provide the Consolidated Call Center as a service. EP-PharmaLine contracts and consolidates the call center services of the companies providing the systems and tools for clinical trials. EP-PharmaLine call service representatives with medical qualifications then handle any questions from clinical subjects 24 hours a day, 365 days a year on behalf of the companies providing the systems and tools.

The Consolidated Call Center service offers a single contact point to more easily tackle issues felt by clinical subjects through professional call center representatives, which should improve the retention rate in clinical trials. Moreover, this service is not only for clinical subjects but also for clinical staff of the medical institutions running the clinical trials. The Consolidated Call Center handles all inquiries related to clinical trials, except details of the protocols.

### EPS *Virtual Go* Framework

As a leading company supporting clinical study work, EPS is advancing the *Virtual Go* framework to promote DCT using its wealth of expertise and experience in data science, which is backed by an extensive track record.



*Virtual Go* is a generic name for all EPS services used to promote DCT.

*Virtual Go* always strives to satisfy two core ideas: “virtual/online clinical trials in which patients do not have to visit medical institutions” and “virtual/online clinical trials in which CRAs\*<sup>2</sup> do not have to visit medical institutions.” To do this, EPS handles everything from the proposal to operation and

management of various schemes for the trial design and type of disease to promote DCT. This includes eConsent<sup>\*3</sup>, online medical examinations, DDC<sup>\*4</sup>, eCOA<sup>\*5</sup>, the use of wearable devices, shipment of drugs for clinical trials, home-visit nursing, and specimen collection.

### About EPS Corporation

EPS launched its business in 1991 as a CRO<sup>\*6</sup> to comprehensively support clinical studies with the focus on clinical trials and PMS<sup>\*7</sup>. The company proposes new models to satisfy customers' needs by leveraging its data science expertise and digital technology cultivated through its extensive track record. These proposals are founded in its Trial GATE concept, which acts as the gateway for all promotion functions of clinical trials.

### About EP-PharmaLine

As a member of the EPS Group, EP-PharmaLine specializes in the pharmaceutical, medical, medical equipment/device and healthcare industries, and develops and provides solutions that constantly meet customer needs in four core services: DI<sup>\*8</sup> Service - Contact Center Service, BPO<sup>\*9</sup> Service, Multi-Channel Promotion Service, and Healthcare Service. In its call center services, EP-PharmaLine is also proud to have highest number of certified professionals in Japan (930 persons of pharmacists, nurses, MRs, registered dietitians, nutritionists, veterinarians, registered sales professionals, etc.; as of September 2021).

\*1: DCT (Decentralized Clinical Trials)

\*2: CRA (Clinical Research Associate)

\*3: eConsent (Electronic Consent)

\*4: DDC (Direct Data Capture)

\*5: eCOA (Electronic Clinical Outcome Assessment)

\*6: CRO (Contract Research Organization)

\*7: PMS (Post Marketing Surveillance)

\*8: DI (Drug Information)

\*9: BPO (Business Process Outsourcing)

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