



Bright Minds, Brilliant Solutions

SUCCESS STORY  
**INNOVO COMMERCE**

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## Interview with Daniel O'Connor, CEO InnovoCommerce

### Client Profile



Headquartered in Irvine, Calif., InnovoCommerce is a leading e-clinical product company that helps its customers manage and control clinical information value chains. The company's clinical trial management office software suite includes the market's leading clinical and investigator portal product, study management and clinical document management offerings. Servicing the world's top 40 pharmaceutical companies, InnovoCommerce solutions can be installed on premise or utilized via a secure and compliant virtual cloud-based offering.

### What comes to mind when you think of KMS?

"I'd say the most impressive thing about working with KMS is that they're very flexible. They're very open to creative partnerships that help us deal with some of our challenges. They're a good partner and dedicated.

*Hands down, they're part of our product development team and have helped us to grow our company."*

### How does KMS work as a partner?

"KMS has been a good partner in helping us support our product development. They are motivated to work with their partners to ensure that the partnership is well run and maintained."

## Does KMS support you at critical moments?

**InnovoCommerce** provides collaboration solutions for the 21<sup>st</sup> century Life Science enterprises.

**innovoPOINT**<sup>®</sup> business-driven collaboration, compliance and innovation

“From a communications standpoint, if a particular feature needs to be accelerated, they’re more than willing to roll up their sleeves and work over the weekend, even during holidays, which they’ve done for us. They insert the right resource in the right position to make sure there is no real communication challenges.”

## How does KMS perform as a service provider?

“They’ve been consistent, and they’ve done what we needed them to do, such as allocating good resources to us, which has helped us to build out our product.

“Being in a very competitive space, we service clinical operations people and are proud that our solutions can solve their most pressing business process problems. We have designed a compelling set of features, functions and capabilities that have made our company the market-leading clinical and investigator portal product for global pharmaceutical enterprises.

“KMS’ strength is that they’re flexible, they’re easy to work with and they have some good developers.”

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