



How a deeply integrated team decreased provisioning time by 85%

— a **Medable success story**

With your typical software vendor, it's not uncommon to wait seven days for your support ticket to get picked up or 30 minutes on hold before you can talk to the right person. Medable, a leader in digital clinical trial software, faced this very frustration with their previous device management provider. *"We open up a ticket, we wait a little bit, they don't read the ticket, they ask us (on the call) what the problem is, and then we're handed off to the next person who asks us what the problem is,"* explained Shannon Crabb Mobile Device Administrator at Medable.

But when describing their experience working with Esper, it's a completely different story. *"[Esper] engineers want to work with us. They want to have those conversations, understand what issues are we seeing, and want to actively fix them."* It's a common pattern and it's not by accident — Esper knows that success isn't just about an innovative software solution; it requires passionate people and expertise, too. Ultimately, we know that when our customers succeed, we succeed.

The Medable team has achieved impressive ROI since switching to Esper. The range of capabilities — from the "brilliant" Esper Settings app, which gives them deeper device control, to enabling them to manage both their Android and iOS devices with the same workflows and automations — make day-to-day management easy. One big efficiency improvement is how quickly they are able to provision new devices, allowing them to get new hardware out the door faster and deliver higher quality service to their end customers.

With Esper, they were able to reduce an overwhelming

47 touch provisioning process down to just 7 touches

85% improvement

Improved access control and security are other big wins for Medable. In managing a complex device fleet, one of Medable's top priorities when evaluating device management solutions was robust role-based access control capabilities (RBAC). They needed to be able to have administrators assign user access to specific features, applications, and data based on their assigned roles. They also needed to allow administrators to grant permissions to groups of users based on their job functions rather than individually configuring access for each person. Working with Esper to create custom roles with granular settings, they are able to create the configurations that meet their needs and ensure access and data remain secure. "I think that is brilliant!" shared Derek Ferguson, Director of Device Technology at Medable, adding that this capability has been a tremendous help in their environment.

Medable deeply values their end users, and working with Esper — not just as a great platform but as a true partner — allowed both teams to deliver a solution tailored to their unique needs. When both parties share the same goal and core values, collaboration becomes seamless and results-driven.

Medable continues to thrive with Esper by their side, scaling operations and keeping devices reliable for decentralized clinical trials. With Esper as a trusted partner, they're making strides in clinical research, empowering both patients and researchers worldwide. And at Esper, we couldn't be happier to play a part in this incredible journey!

"The level of support has been absolutely top notch. Thank you."
No, Medable, thank you.