



The Royal College of Surgeons in Ireland (RCSI) focuses on clinical and patient-centered research that leads to impactful discoveries addressing Irish and international health challenges. Their research agenda drives scientific breakthroughs, innovations and insights that allow for better understanding and response to changing healthcare needs. Key research themes at RCSI include Biomaterials and Regenerative Medicine, Cancer, Neurological Disorders, and Vascular Biology.



## Situation

Across RCSI's respective research groups and campuses, different norms and practices were in place with respect to how researchers and team members recorded and tracked histories, tasks, procedures, and more. This made it challenging to support visibility of what was happening within each group and complicated the preparation of recurring reporting to meet the requirements of regional authorities and governing bodies.



## Implementation

RCSI selected **tick@lab** for its ability to serve as a single, secure, and common hub for capturing all information related to its research operations and to strengthen reporting processes. **a-tune** led RCSI through a preparation phase, the designation of individual user and administration roles, examination of the research project types to be supported, and Master Data setup. **a-tune** also supported RCSI via administrator and user training to drive adoption of the new system.

***"It's incredibly useful to have all of our people, processes, and information together in one system. And with a-tune and tick@lab, you don't need an IT department to make it happen."***

## Outcome

Having a consistent approach to data entry and access has dramatically improved RCSI's ability to assess its operations and extract the information its stakeholders need to perform their roles. Users find comfort in being able to quickly resolve any system use questions or issues with administrators and are able to focus attention on high value tasks. Reporting has been streamlined with on-demand access and download of records and information needed to demonstrate compliance – including individualized care, training and committee meetings.