

Captivate® Platform

The Private Clinical Cloud® Built for Control, Performance, and Compliance

Platform Overview

The Captivate Platform is the foundational subscription that powers all Captivate products. At its core is the Private Clinical Cloud®, a purpose-built cloud hosting architecture designed specifically for regulated clinical research environments.

The Private Clinical Cloud delivers a hybrid tenant model that combines the scalability and cost efficiency of modern multi-tenant cloud infrastructure with the control, customization, and performance traditionally associated with single-tenant deployments.

Built on AWS and optimized for clinical trial workloads, the Captivate Platform supports studies of all sizes while reducing operational friction, minimizing disruption, and supporting inspection readiness.

A Unified Cloud Environment for All Your Studies

Within the Captivate Platform, all customer studies are hosted within a single Private Clinical Cloud environment. This unified approach enables consistent governance, performance, and data oversight across an entire portfolio of studies.

Key capabilities include:

- Centralized hosting of all studies within one Private Clinical Cloud environment
- Consistent security, audit-ability, and performance across studies
- Ability to link data across multiple studies using secondary identifiers

Hybrid Cloud Architecture Designed for Clinical Research

The Private Clinical Cloud provides each customer with a dedicated, isolated environment at the application and data layers, without the overhead of fully siloed infrastructure.

Key characteristics include:

- Isolated application and database environments per customer
- Predictable performance without competition for shared system resources
- Scalable infrastructure that grows with study and program needs

Performance and Data Handling Without Artificial Constraints

The Captivate Platform is engineered to support real-world clinical data collection, including complex forms, high-resolution images, and large supporting files.

Key capabilities include:

- Optimized database performance for fast data entry and retrieval
- No hard file size limits for study data uploads
- No file format restrictions for documents, images, or attachments

Cloud-Level Security Aligned to Your SOPs

Security controls can be configured at the cloud level to align with each organization's internal policies and standard operating procedures.

Key capabilities include:

- Configurable multi-factor authentication requirements
- Support for SSO and identity provider integrations
- Configurable session timeouts and security policies aligned to internal governance

Customer-Controlled Upgrades and Change Management

Captivate does not force upgrades on active studies. Customers determine when upgrades are applied, enabling disciplined change management and reducing operational risk.

Key capabilities include:

- No forced upgrades on production studies
- Customer-controlled upgrade timing
- Ability to validate upgrades prior to rollout

Optional Dedicated Infrastructure with Private Pod

For organizations with stricter data segregation or governance requirements, Captivate offers an optional Private Pod.

Key characteristics include:

- Dedicated AWS compute and data resources
- Complete separation of customer data at the infrastructure layer
- Alignment with conservative interpretations of data usage and governance

Built for Compliance and Inspection Readiness

The Captivate Platform supports regulated clinical research environments and global compliance expectations.

Key capabilities include:

- Compliance with 21 CFR Part 11, Annex 11, GDPR, and HIPAA
- Pre-validated platform to reduce customer validation burden

- Comprehensive audit trails across platform and application activity

Integrated Foundation for the Captivate Product Suite

All Captivate modules operate within the same Private Clinical Cloud environment.

Supported modules include:

- EDC VDC (ePRO and
- eConsent) RTSM eTMF
- *Medical Coding*
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Dedicated Customer Success and Support Included

The Captivate Platform subscription includes ongoing customer success and technical support delivered directly by Captivate employees.

Key characteristics include:

- Unlimited support without per-ticket or hourly charges
- Direct access to in-house Captivate support teams
- Long-term continuity across the customer lifecycle

Who Uses the Captivate Platform

The Captivate Platform is used by sponsors, CROs, academic institutions, diagnostics companies, and medical device organizations running regulated clinical studies.

Why Organizations Choose the Captivate Platform

- Hybrid cloud architecture built for clinical research
- Unified environment for multi-study oversight
- Performance without artificial data or file constraints
- Security and governance aligned to internal SOPs
- Full control over upgrades and change management
- Included, in-house customer success and support