



CUSTOMER CASE STUDY / CLINICAL TRIALS

Columbia University brings control to participant payments

Columbia University Irving Medical Center (CUIMC) used TruCentive to centralize research participant payments across studies. Finance and study teams gained a shared view of payout activity, with consistent controls for study setup, reporting and closeout.

THE OPPORTUNITY

See the full payment lifecycle

CUIMC lacked a unified view of participant payments across studies. Manual reporting, inconsistent handling of unclaimed payments and incomplete audit records made oversight and reconciliation difficult as its research portfolio grew.

THE APPROACH

Bring study teams and finance together

Reusable templates standardized study payment structures and approvals. Multi-account management and role-based permissions organized studies, funding and staff access within TruCentive.

Finance gained real-time statuses, balances and payment histories across studies. Payout actions were recorded with time stamps and user information, and unclaimed payments were managed under institutional rules.

THE RESULTS

A streamlined process with clear visibility

"TruCentive has streamlined our study payout process, giving us clear, real-time visibility into every study and payout within a single platform."

Raquel Marin, AVP, Deputy Controller

One platform for study teams and finance.

Bring clarity to participant payments with TruCentive.



Visibility across every study

One view of payment activity

Statuses, balances and histories.

Consistent study setup

Reusable templates and defined roles.

A documented payment history

Payout actions, time stamps and users.

Source: CUIMC case study supplied by TruCentive.

Illustrative platform visual.