

CASE STUDY

CytomX Therapeutics



Why CytomX Chose Prialto

Matt Paulson is the Development Chief of Staff for the company, responsible for executive support. At the time Matt came onboard CytomX, the company's four internal executive assistants were supporting 20 executives, which was becoming unsustainable. CytomX turned to Prialto to take on some of the admin work, and Matt has spearheaded the effort.

The CytomX executive team was growing faster than the admin team could keep up. Recruiting, hiring, training, and managing new admins, with one admin assigned to three to five executives, was time consuming and would require additional HR and management resources. The company was drawn to Prialto's managed service model, where Prialto hires, trains and manages virtual assistants—CytomX executives just tells Prialto's Engagement Managers what they need, and Prialto Productivity Assistants (PAs) get it done.

The Goal:

Adding administrative support for the executive team without adding management overhead.

About CytomX Therapeutics

CytomX is a clinical-stage, oncology-focused biopharmaceutical company with a vision of transforming lives with safer, more effective therapies. It is developing a novel class of investigational conditionally activated therapeutics, based on its Probody® technology platform, for the treatment of cancer.



Enter Prialto.

Our internal executive assistants were overwhelmed. We had just four executive assistants supporting 20 executives. Things were slipping through the cracks. We engaged Prialto to take on scheduling, travel, and expense management.”

– Matt Paulson,
Development Chief of Staff

Projects

As CytmoX's executive team grew, so did the company's need for executive support. Important tasks, especially around scheduling high-level meetings with investors and partners, were taking too long. But the company did not need full-time, on-site assistants that would require even more management and support resources.

CytomX started with a pilot project supporting the company's CFO. Prialto PAs were brought in to schedule executive meetings, coordinate travel and file expenses.



Prialto's service has been a game-changer," Matt said. The PAs have alleviated the workload of our international executive assistants and accelerated operations. "Our CFO was so happy he wanted all of the executives in his group to have a Prialto assistant.

Matt works directly with Prialto's Engagement Manager, giving feedback, and the Engagement Manager helps optimize the service, taking on more tasks. Behind every PA is a team of managers and backup PAs that ensure continuity and performance.



1. Calendar Management



2. Expense Management



3. Travel Management





Calendar Management

“It was taking too long to schedule investor meetings,” Matt said. “These meetings are critical when you’re sharing our message or raising funds. Getting multiple stakeholders together was slowing us down. Our Prialto Productivity Assistants just took it on and ran with it.”



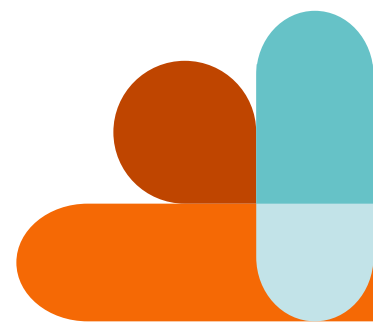
Travel and Expense Management

“Travel and expense reports was eating up a lot of CytomX executive’s time. “Now, all our executives have to do is say, ‘I need this,’ and it happens,” Matt said. “Even though the PAs are remote, they feel present.”



Compliance

Before getting started, Prialto and CytomX had to work through some thorny IT issues. “For a biotechnology company to allow outsiders to access systems is complicated,” Matt said. “There are a lot of security and compliance issues and Prialto worked through them with us and we worked together to take care of everything.”



Results: “Seamless” Admin Support

“The managed service is seamless,” Matt said. “The Prialto assistants, their managers and backup assistants work together in the background to get things done. I don’t have to worry about who is doing it, I just know they will handle it.”

Prialto supports 11 CytomX executives, scheduling meetings and managing tasks like travel and expenses, and giving CytomX execs and admins more than **600** hours per month they can use for more strategic work.

“Personally, I love the service,” Matt said. “Any tasks I ask for are done by the end of the day.”

“Prialto is a no brainer,” he said. “You get a super responsive service you can trust, without any added personnel

management.”



Tasks:

- **Scheduling**
- **Travel and expenses**
- **Compliance**



**600 hours/
month saved**



+1-888-873-6101



sales@prialto.com



www.prialto.com

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