



Medrio Press Release:
16 April, 2013

Medrio Achieves Astounding Results in Customer Survey

Medrio scores 98% in overall satisfaction with business relationships

San Francisco – January 9, 2012 – Users of Medrio, an eClinical SaaS company revolutionizing the way clinical data is being managed, have recognized Medrio's excellence in customer experience in a 2011 customer satisfaction survey. The survey, conducted by independent research company Information Solution Groups (ISG), confirms exceptional scores in customer satisfaction, product performance and overall business relationship.

Medrio scored the following in this independent customer satisfaction survey

- 98% satisfaction with overall business relationship
- 94% satisfaction with Medrio as an organization
- 98% satisfaction with product ease of use
- 93% satisfaction with help desk
- 97% satisfaction with training services

The survey was a comprehensive measurement of Medrio's performance in the areas of customer service and product performance. Medrio Director of Customer Experience Jeff Johnson attributes much of the success to strong relationships with customers who are intimately involved in the product development process. "We've worked hard to set a culture of focusing on superior customer experience which encompasses not only great software but also training, technical support, partnership support – all of the aspects where we have an impact on our relationships with our customers and their business. It is fantastic to see validation that all of those efforts are resulting in a very positive experience for our customers." "Medrio's customer satisfaction scores are nothing short of astounding," said Carll Frye, Director at Information Solutions Group. "The feedback received from their customers is filled with a level of passion and energy one seldom hears about in our industry. Medrio's focus on the customer, corporate-wide, really shined throughout our in-depth conversations with their customers as well as their lofty CSAT numbers.



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About Medrio, Inc.

Medrio offers an integrated eClinical Software as a Service (SaaS) platform with a fully hosted Electronic Data Capture (EDC) system that drastically reduces study timelines and costs by putting study managers in control of their studies. By enabling studies to be built completely online without the need for any custom development, Medrio eClinical software allows studies to be ready in days instead of weeks. Medrio has been used successfully in Phase I-IV trials, registries, and other clinical studies by a number of leading contract research organizations (CROs), as well as biopharmaceutical and device companies. Founded in 2005, Medrio is headquartered in the San Francisco Bay Area. For more information visit www.medrio.com.