



Medrio Press Release:
15 April, 2013

Independent research shows that Medrio, a leading EDC and eClinical SaaS provider for clinical research, continues to achieve exceptional

94% overall customer satisfaction with Medrio

San Francisco – February 6, 2013 – Independent research shows that Medrio, a leading EDC and eClinical SaaS provider for clinical research, continues to achieve exceptional scores in customer satisfaction, product performance and overall business relationship for the 2nd consecutive year. The study, conducted by independent research company Information Solutions Groups (ISG), surveyed over 100 Medrio customers and end users for a comprehensive measurement of Medrio's performance ranging from site satisfaction to customer service satisfaction. The results continue to indicate excellence in all areas:

- 94% overall satisfaction with Medrio
- 100% site satisfaction with Medrio
- 97% overall satisfaction with Medrio's training
- 95% overall satisfaction with help desk

"We continue to focus an enormous amount of time and effort on each one of our customers and for the 2nd year in a row it is encouraging to see it resulting in a positive experience for our customers," said Jeff Johnson, Medrio's Director of Customer Experience. "We're proud of the customer-focused culture we've asserted as a team and these results indicate that even as we've grown exponentially as a company, we continue to maintain this important culture."

"During periods of significant growth it becomes increasingly important for organizations to keep their finger on the pulse of their customers and Medrio has done just that," said Carll Frye, Director at Information Solutions Group. "Medrio's ongoing commitment to conducting an annual Customer Satisfaction survey clearly illustrates their dedication to making their products and services meet the evolving needs of their customers."



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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.

About Information Solutions Group (ISG)

Information Solutions Group (ISG) specializes in providing its clients with full-service market research programs designed to enable businesses to make sound strategic decisions. ISG's services include customer satisfaction and loyalty, customer retention, new product and competitive research as well as attitude and usage tracking studies for medium and large companies. ISG uses online, telephone and mail survey methodologies and provides design, implementation and analysis services in the North American, EMEA and Asia Pacific markets. Examples of the type of information an ISG program can deliver can be obtained at www.infosolutionsgroup.com.