

# Medrio Concierge Services

Support Whenever You Need It



What if you could receive high-touch, white-glove eClinical support at no additional cost to you? **With Medrio, now you can.**



**Hannah Mooney**  
Medrio Technical Support Manager

## By Your Side from Start to Finish With Your Studies

With so much riding on the outcome of your studies, you need reliable eClinical support behind you. That's why every Medrio customer is equipped with access to a responsive support system, a self-service repository of eLearning resources, and access to a thriving community that provides ample resources at your fingertips. Our full-service global support team is always on-hand with the answers and tools you need to build and execute a successful clinical trial. We do this because we truly believe your success is our success.

**medrio**

# We don't just talk the talk, see how our numbers stack up:

**98%** Customer Satisfaction Rating

**93%** Support Tickets Resolved in Less Than 3 Days

**70%** Total Support Tickets Closed Each Day

**91%** Support Requests Addressed in Under 10 Minutes

## When You Call, Medrio Answers

When you call our support team, you will be greeted by the voice of a knowledgeable Medrio employee—not an agency or message system. Medrio support staff are located globally so you can get the support you need at any hour of the day, regardless of your geography or time zone.

“ It doesn't matter if it's a weekday or a weekend – there's always somebody who can offer support and answer your questions. I haven't seen this kind of support with any other company.”

*Ram Sridharan,  
Managing Director,  
TCell Services*



## What Full-Service Responsive Support Looks Like:

- Knowledgeable Experts—Unlike other support services that rely on call centers or message bots, our support team is made up of knowledgeable Medrio staff that know your studies and understand your needs.
- 24/7 Support—Your support needs shouldn't be beholden to the business hours of a team based halfway around the world. Medrio's global support team is available day or night, no matter where you are.
- Fast—We know your study timelines are important. That's why it takes less than one business day on average for Medrio to resolve and close a support case.



Medrio Support is TOP NOTCH! The support staff are knowledgeable and respond quickly and genuinely want to assist. I also appreciate the company's stance on taking customer feedback and requests and actively incorporating them into the product on a regular basis."

*Manager, Database Management  
Precision for Medicine, Oncology*

## Proactive Training at Your Fingertips

Our intuitive solutions were designed to put you in the driver's seat. But, we know that it takes more than quality technology to build a successful study model. Every Medrio customer is provided access to a host of resources allowing them to meet their support needs quickly and on their own terms. Whether you need hands-on support, or tools to handle your issues autonomously, we have ample resources to keep your studies running smoothly.

## What Medrio's Idea of Proactive eLearning Looks Like:

- Comprehensive—Medrio customers gain access to our extensive course catalog featuring media-rich eLearning modules that cover core configurations and transform you into a Medrio expert in less than 6 weeks.
- Self-Paced—All of our eLearning courses are designed as self-paced to let you access the material at your own convenience.

## Our Course Catalog Includes:



Medrio Fundamentals for System Builders



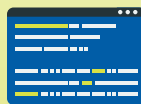
Medrio Site Training



Medrio CRA: Source Verification, Query Management, and Reporting



Lab Management



Dictionary Coding



Data Management

And many more!



## Why People Love Our Medrio Customer Community:

- ⦿ Collaborative—You never know who might be solving the same problem as you. Our user groups and discussion forums allow fellow professionals to share ideas and experiences that can benefit the entire community.
- ⦿ Accessible—Gain access to a library of resources directly from our product experts that contain FAQs and best practices you can reference anytime, anywhere.
- ⦿ Get Real-Time Updates—Stay up-to-date on upcoming releases, new products and services, training videos, reference guides, and anything else you might need to prepare your team ahead of updates.

## Connect With Our Community

When you choose Medrio, you become a member of our trusted community. As part of that community, you'll gain access to additional resources and training from our team, as well as the rest of the customer community. Connect with like-minded professionals through user groups and discussion forums, or access articles and webinars straight from our product experts.

## ABOUT MEDRIO

At Medrio, we know it takes a global village to achieve a disease-free world. Since 2005, we've developed a successful ecosystem of visionary people like you who want to make the world a healthier place - our employees, customers, and partners alike. We've supported Sponsors and CROs across the life sciences spectrum, in all therapeutic areas and trial phases, to achieve critical breakthroughs and secure more than 375 regulatory approvals. Our innovative and intuitive technology solutions support your teams and sites, while reducing trial participation burden. While other eClinical vendors make these same claims, few can deliver the high-touch, white-glove customer service that makes us your most successful strategic partner and solves your most pressing challenges. To learn more, visit us at [medrio.com](http://medrio.com).