

What is Bioclinica's approach to customer service and client relationships?

5 core VALUES

We reflected on service experiences in all parts of our lives and identified the **five core Bioclinica values** that result in positive, meaningful relationships with our clients.

We are customer-centric.

1

THIS IS HOW WE DO IT:

We understand our customers, and our decisions and actions are taken with them in mind.

THIS IS HOW WE DO IT:

We see each client interaction as an opportunity to strengthen the customer relationship.

2

We focus on quality.

THIS IS HOW WE DO IT:

We deliver what the client needs, when they need it.

THIS IS HOW WE DO IT:

We constantly seek to improve what we do.

We hold ourselves accountable.

3

THIS IS HOW WE DO IT:

We check in regularly to ensure we're meeting expectations.

THIS IS HOW WE DO IT:

We consider the entire customer experience beyond single interactions.

4

We predict what our clients need.

THIS IS HOW WE DO IT:

We listen, ask questions and bring new ideas to the table.

THIS IS HOW WE DO IT:

We understand our clients and their business by conducting thorough research and communicating clearly.

We communicate in a dynamic manner.

5

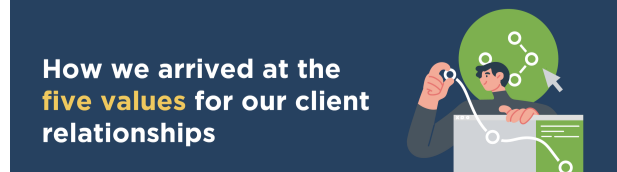
THIS IS HOW WE DO IT:

We are responsive and value client time.

THIS IS HOW WE DO IT:

We tailor our communications to individuals and situations.

Want to learn more?



Read the **ebook** to learn how we arrived at the five values for our client relationships.