

World Class Scientific Support

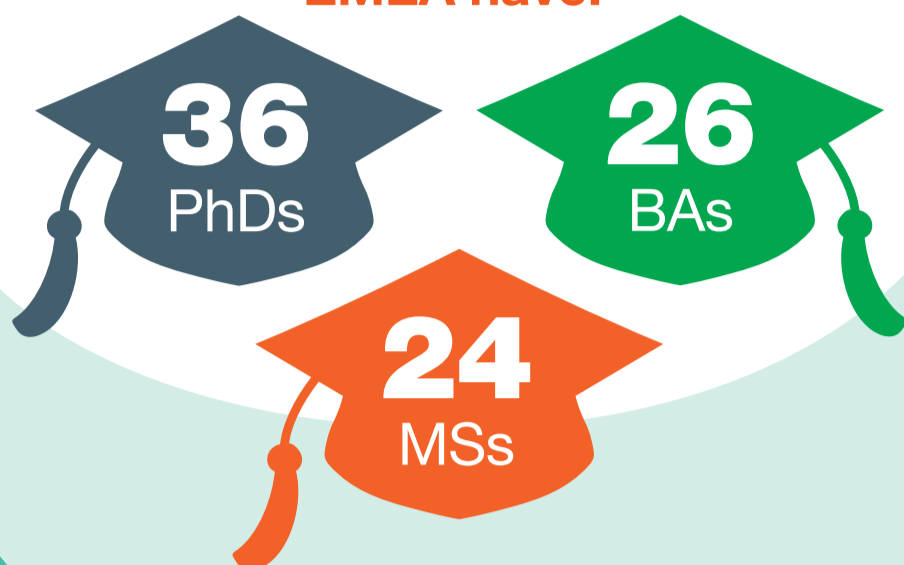
a Global Partner to You!



An award-winning customer service team



The combined teams in North America and EMEA have:

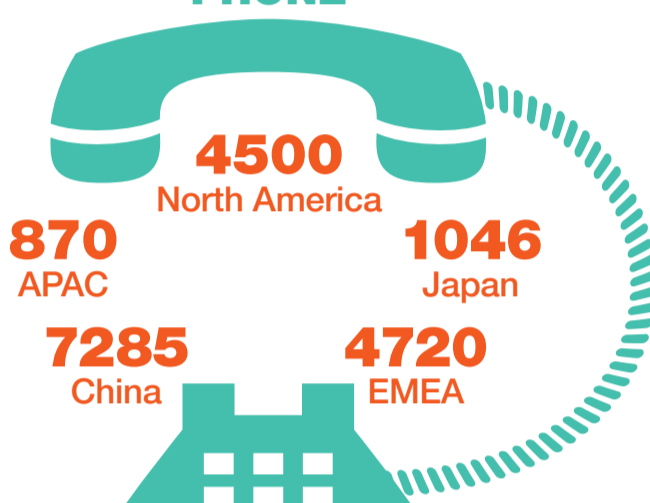


Average Cases Per Month in 2015

EMAIL



PHONE



Outstanding Service Worldwide

80,000+ emails and calls answered in 2015

15 seconds or less phone pickup time

65% of cases resolved within 24 hours

78% of work orders completed within 24 hrs. with an engineer

91% of cases resolved within 24 hours

96% of cases resolved at first touch

80% of work orders completed within 24 hours

85% of cases resolved at first touch

80% of work orders completed within 24 hours

95% of cases resolved at first touch

13,000+ cases responded to in 2015

93% of cases resolved at first touch

Quotes from Satisfied Customers

"The representative was very polite and knowledgeable."

"She was very patient and helpful in helping me understand the extended cleaning protocol."

"It was a pleasure speaking with such a friendly consultant."

"The technician immediately knew exactly what we needed to have done."

"I didn't have to wait on hold for long until I got to speak to someone."



BIO-RAD

Pharma Starts With You