

Sartorius Stedim Biotech Wins Frost & Sullivan Award for Customer Service Leadership in Bioanalytical Contract Testing

Goettingen, GER | Glasgow, UK, October 24, 2017 – Sartorius Stedim Biotech (SSB), a leading international supplier for the biopharmaceutical industry, received the prestigious Frost & Sullivan's 2017 European Customer Service Leadership Award for Bioanalytical Contract Testing Services. Presented at the Frost & Sullivan ceremony yesterday evening in London, UK, this award recognizes the unique product and service combination and enhanced customer satisfaction provided by Sartorius Stedim BioOutsource, SSB's subsidiary based in Glasgow.

The annual Frost & Sullivan Excellence in Best Practices Awards recognizes companies, processes, strategies, and executives that have achieved world-class performance within their industries. "Sartorius Stedim BioOutsource cultivates transparent relationships with business partners to enhance the overall service experience and customer satisfaction," stated Norma Vela-Roch, Best Practices Analyst at Frost & Sullivan. "The company has an impeccable reputation in its approach to customer service and understands the regulatory pathways and specific milestones in their customers' development programs."

Hugo de Wit, Managing Director of Sartorius Stedim BioOutsource, commented: "We are honored to have been recognized by Frost & Sullivan for our innovative approach to assay development, which provides our customers with a portfolio of off-the-shelf assays, saving them time and money. Based on our commitment to customer service and close, collaborative relationships with clients, we deliver innovative solutions to advance their drug development lifecycle."

Sartorius Stedim BioOutsource navigates biopharmaceutical manufacturers through the complexities of the drug development cycle and enables them to make informed data-driven decisions. With laboratories in the UK and US, (Glasgow and Boston), the Contract Testing Organization offers a broad portfolio of bioanalytical services and off-the-shelf bioassays. It pioneered testing services for biosimilar drugs. The company's expert scientists have worked with over 50 biosimilar developers across 12 countries, totaling 230 biosimilar projects. The integrated service to support biosimilar development includes cell line development, cell bank characterization and manufacture, and all associated biological and physicochemical analysis.

Photo:

Barbara MacManus (Head of Client Management) and Mitch Scanlan (Director of Sales and Marketing, center) of Sartorius Stedim BioOutsource are happy to receive the Frost & Sullivan Award presented by Jeff Frigstad (Global Senior VP of Best Practices, Frost & Sullivan)

A profile of Sartorius Stedim Biotech

Sartorius Stedim Biotech is a leading international supplier of products and services that enable the biopharmaceutical industry to develop and manufacture drugs safely and efficiently. As a total solutions provider, Sartorius Stedim Biotech offers a portfolio covering nearly all steps of biopharmaceutical manufacture. The company focuses on single-use technologies and value-added services to meet the rapidly changing technology requirements of the industry it serves. Headquartered in Aubagne, France, Sartorius Stedim Biotech is quoted on the Eurolist of Euronext Paris. With its own manufacturing and R&D sites in Europe, North America and Asia and an international network of sales companies, Sartorius Stedim Biotech has a global reach. In 2016, the company employed approx. 4,700 people, and earned sales revenue of 1,052 million euros.

About Frost & Sullivan

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