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Annual LabConnect Survey Pinpoints What Clients Value Most in Central Laboratory Partners

(Seattle; Jan. 14, 2016) — LabConnect, a leading provider of highly customized global central laboratory services to biopharmaceutical, medical device and contract research organizations, has completed its annual client satisfaction survey, which was conducted by SCORR Marketing's market intelligence group.

The survey identified the factors that sponsors believe are most important to consider when selecting a central laboratory: laboratory kit quality/accuracy; kit-to-site timeliness; accuracy of electronic data transfer; logistics handling; and experienced staff.

"I'm pleased that LabConnect received great marks on all these factors for the fourth year in a row," said Eric Hayashi, LabConnect president and CEO. "We'll use these results to benchmark our performance and fine-tune our operations to maximize our clients' satisfaction."

LabConnect's other identified strengths include the company's study startup process, test menu and specialized testing capabilities. With more than 4,000 validated tests across its vast network, LabConnect offers specialized oncology assays and biomarker and pharmacokinetic analyses as well as method development services.

Additionally, LabConnect's laboratory kits and client service staff were considered the best among other those provided by leading providers. For collection kits and supplies, LabConnect boasts a 99.8 percent on-time delivery rate, which likely was a factor in the scores.

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The chief reason respondents chose LabConnect, however, is because of the company's client service and project management.

Hayashi said he believes a survey like this is necessary to continue growing the company. In 2015, LabConnect was again named one of the fastest growing private companies by the Deloitte Technology Fast 500 and also made the Inc. 5000 list for the eighth time. The company has been listed on the Puget Sound Business Journal's list of the 100 fastest growing companies for eight years — only one other company has been named to this list more times than LabConnect in the 21 years since the list was first created.

Visit the new labconnectllc.com to learn more about the company's services.

About LabConnect, LLC

Founded in 2002, LabConnect provides global central laboratory services including routine and specialized laboratory testing, kit building, sample management, data management, biorepository and scientific support services for biopharmaceutical and CRO clients. LabConnect's unique combination of state-of-the-art technology, world-class laboratories, easy access to major and emerging markets and extensive specialized testing expertise means that drug development companies can rely on one provider for all of their central laboratory service needs. Learn more at www.labconnectllc.com or connect with LabConnect on LinkedIn.

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