

When Has a Clinical Trial Ever Followed a Script?



WHAT MAKES MERIT'S CUSTOMER SERVICE UNIQUE

Everyone has experienced it. Calling with a question and reaching only a phone tree. Emailing a question and receiving nothing but an automated acknowledgement. Finally reaching a real, live human but then having them just try to follow a script. *When has a clinical trial ever followed a script?*

MERIT's customer service approach is unique in the industry. Our project management team provides personalized attention, collaborating closely with our partners to focus on details that drive study milestone achievement and increase site engagement.

MERIT CUSTOMER SERVICE DIFFERENTIATORS



No decision tree on the phone or bot on a web site. A real person answers your question so that you can ask a follow-up question if needed. When you reach us, there is no script that is followed—each issue is addressed and resolved individually



Support ticketing system with <24hr resolution turnaround time ensures issues are addressed swiftly while increasing site engagement



Customized performance reporting, based on listening closely and having in-depth conversations with the sponsor at the beginning of the study



Risk management through anticipating study challenges. We have a dedicated team of PM experts who have long careers in clinical trials. Our team meets regularly, and we compare notes across studies to identify potential issues and address them before they arise



Team-based approach translates into faster resolution times and less wait time. Your study is assigned a Dedicated Project Manager, backup Project Manager, and Project Coordinator, but there is additional support from the entire PM team



Regular sponsor/site communication from study startup through close out

MERIT SOLUTIONS

MERIT is an innovative, global clinical trial endpoint services provider working in a variety of therapeutic areas, including ophthalmology, respiratory, oncology, cardiac safety, dermatology, and neurology. We partner with CROs as well as pharmaceutical and biotech companies to deliver reliable endpoint services in multi-regional clinical trials. Together our work advances and accelerates the improvement of therapeutic options for patients worldwide. [Learn more](#) about what sets MERIT apart.