



Parexel Recognized for High-Quality Service in CRO and Investigative Site Survey Benchmark Reports

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Company earns top marks from both sponsors and investigative sites for service; continues to support customers with innovative and remote approaches during unprecedented time

BOSTON, and Durham, N.C. April 16, 2020 —[Parexel](#), a leading provider of solutions to accelerate the development and delivery of innovative new therapies to improve world health, from Clinical through to Commercialization, today announced that the company has been recognized as a top contract research organization (CRO) in the ISR CRO Quality Benchmarking report (Phase II-III providers) and the *CenterWatch* Global Clinical Trial Site Relationship Benchmark Survey.

In the CenterWatch survey, Parexel was ranked a top CRO, scoring among the top-three CROs on the attributes deemed most valued by sites. Parexel also received "Excellent" ratings on many key performance attributes, including:

- Well-trained monitors/clinical research associates (CRAs)
- Organization and preparedness
- Easily accessible staff
- Maintaining open communication

In the ISR CRO Quality Benchmarking report, Parexel was recognized as the #1 CRO for service provider leadership in Phase II-III clinical research, receiving high marks in several categories, including:

- Leadership
- Customer Loyalty 2020
- Customer Loyalty – Three-year rolling average
- Familiarity with Phase II-III services

"Drug development requires sponsors, CROs and clinical trial sites to work together to help bring important therapies to the patients who need them," said Peyton Howell, Executive Vice President and Chief Commercial & Strategy Officer, Parexel. "Now more than ever, we are committed to supporting our partners as they adapt, innovate and deploy innovative technology to support ongoing studies."

She continued, "During this unprecedented time, our industry has had to accelerate innovation and find innovative ways to ensure that patients can engage in clinical research. Sponsors are bringing many components of ongoing studies directly to patients in their homes and in their communities. Parexel is excited to be a partner in pioneering these approaches, working with our customers to deploy direct-to-patient shipments of supplies and drug products while offering at-home care and monitoring through decentralized clinical trial services."

About the *CenterWatch* Global Clinical Trial Site Relationship Benchmark Survey

The biannual survey of more than 4,000 investigative sites around the world explores the relationships between clinical trial sites and their sponsors and CROs and provides insight into overall performance and potential areas of improvement. In the survey, *CenterWatch* asked respondents to rank 29 CROs on their overall reputation in the industry. They were also asked to evaluate 37 performance attributes considered important to a successful site-CRO working relationship. More information on Parexel's ratings in the CenterWatch Global Clinical Trial Site Relationship Benchmark Survey can be found [here](#).

About the ISR CRO Quality Benchmarking Report

The 2020 CRO Quality Benchmarking – Phase II-III Service Providers report profiles the experiences, preferences, and selection drivers of more than 230 industry respondents worldwide who have outsourced phase II-III trials in the last 12 months as of Q4 2019. For the report, ISR assessed CROs on more than 20 performance metrics to help sponsors and providers make informed decisions for their clinical development programs and service offerings. The ISR CRO Quality Benchmarking Report can be found [here](#).

About Parexel

Parexel is focused on supporting the development of innovative new therapies to improve patient health. We do this through a suite of services that help life science and biopharmaceutical customers across the globe transform scientific discoveries into new treatments for patients. From clinical trials to regulatory and consulting services to commercial and market access, our therapeutic, technical and functional ability is underpinned by a deep conviction in what we do. For more information, visit our [website](#) and follow us on [LinkedIn](#), [Twitter](#) and [Instagram](#).

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