



## **bioMérieux Continues to Win Numerous Industry Awards for Outstanding Service and Performance**

**DURHAM, N.C. – July 21, 2020** — [bioMérieux](#), a world leader in the field of *in vitro* diagnostics and infectious disease management, has recently been recognized with six IMV ServiceTrak™ Clinical Awards for Blood Culture and ID/AST excellence. IMV is part of Science and Medicine Group, the leading market research and business intelligence provider to the laboratory diagnostic industry. IMV ServiceTrak Clinical Awards are presented annually to the manufacturers with the highest satisfied responses in each of three categories, representing the industry best in customer satisfaction, performance, and service.

bioMérieux was proud to win five ServiceTrak Clinical Awards in both 2018 and 2019 and is very honored to receive all six 2020 awards for Blood Culture and ID/AST in recognition of its continued excellence in comprehensive service performance.

This year, laboratory professionals have rated bioMérieux's technology platforms, system performance, and service to be the best in the following ServiceTrak categories:

- **Identification & Antibiotic Susceptibility Testing**
  - Best Customer Satisfaction
  - Best System Performance
  - Best Service (*tied*)
- **Blood Culture Testing**
  - Best Customer Satisfaction
  - Best System Performance
  - Best Service

Additionally, BioFire Diagnostics, bioMérieux's Global Center of Excellence for Molecular Diagnostics, tied for the ServiceTrak award for Best System Performance under the Molecular Diagnostics category.

These awards validate bioMérieux's commitment to public health, providing increasingly sophisticated diagnostic testing solutions and fast, accurate, and actionable information to assist physicians in the diagnosis, treatment and care of their patients.

Alongside its high-quality diagnostic systems, bioMérieux prioritizes the commitment and performance of its Customer Support Operations. The company extends its more than 20 years of business communications training to the ongoing instruction of its team members, ensuring the exceptional service, which has become a part of the company's culture. This training focuses on creating valuable partnerships, quickly identifying customer needs, and aligning those needs with diagnostic and data-driven solutions as well as consultancy services.

Most recently, bioMérieux has continued to showcase its ability to provide high-quality customer service, even amid the COVID-19 global pandemic, deploying new and innovative points of communication to sustain the award-winning support its customers depend on and deserve.

“In the middle of a global health crisis, bioMérieux has remained absolutely devoted to maintaining the exceptional experience of our customers—empowering our service teams to go the extra mile to make sure every customer’s needs are met and ensuring that all of our customers are satisfied,” said Dan Biondo, Vice President, Customer Support Operations, AMERICAs, bioMérieux, Inc.

Today’s global health crisis has given greater visibility to the critical role diagnostics play in the healthcare pathway. While bioMérieux continues to equip laboratories and front-line professionals with systems and services to help win the battle with COVID-19, it’s unrivaled dedication to the fight against antimicrobial resistance carries on. The company’s commitment to providing innovative diagnostic systems, service, and customer satisfaction further supports the successful activation of antimicrobial stewardship efforts and demonstrates bioMérieux’s essential role in public health.

### **About bioMérieux:**

#### *Pioneering Diagnostics*

A world leader in the field of *in vitro* diagnostics for over 55 years, bioMérieux is present in 44 countries and serves more than 160 countries with the support of a large network of distributors. In 2019, revenues reached €2.7 billion, with over 90% of sales outside of France. bioMérieux provides diagnostic solutions (systems, reagents, software and services) which determine the source of disease and contamination to improve patient health and ensure consumer safety. Its products are mainly used for diagnosing infectious diseases. They are also used for detecting microorganisms in agri-food, pharmaceutical and cosmetic products.

###