

# Sterling



# Service

Did you know?

## Transparent communication

is the #1 trait upon which pharmaceutical organisations evaluate a CDMO.<sup>1</sup>

The decision to partner with an organisation for outsourced pharmaceutical development and manufacturing requires even more than technical capabilities. It requires a partner that puts your experience first.

**At Sterling, we believe working with an outsourced partner should be about more than a contract. That's why we pride ourselves on delivering a service-oriented customer experience marked by simplicity, collaboration, and transparency.**

## What does **Service** mean to Sterling?



### A simpler way of working

Whilst drug candidates continue to become more complex, your outsourced partnership should remain simple. From the earliest stages of the company, Sterling has been committed to being easy to do business with even when challenges arise.



### The power of partnerships

Working with an outsourced partner should not come at the expense of visibility or control. At Sterling, you will engage with a dedicated project or partnership manager who will remain immersed in your project from planning through execution, and discovery through commercialisation, in order to maintain critical continuity.



### True scientific collaboration

We understand the importance of our customers gaining full access to the technical experts involved in their programme's execution. Drawing upon over 50 years of expertise in complex and hazardous chemistry, engineering, and process design, we work with our customers throughout the molecule lifecycle.



### Complete transparency

Even the most successful project is not without hurdles. The key to success is maintaining transparency, even when challenges arise. At Sterling, we are committed to providing our customers continuous visibility into programme status and timeframe. In fact, it is not unusual for our customers to have on-site presence for visibility into analytical, chemistry, and manufacturing facilities.



*Sterling continues to grow and evolve, but the culture of our organisation remains unchanged. **We are partners above all else, committed to providing outstanding service and scientific collaboration to our customers.***

—Chad Telgenhof  
Chief Commercial Officer

Discover a simpler way of working together.

Learn more at  
[www.sterlingpharmasolutions.com](http://www.sterlingpharmasolutions.com)

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1. <https://www.pharmasalmanac.com/articles/changes-in-the-wind-for-the-cdmo-market>