

CUSTOMER VALUE LEADER



Frost & Sullivan analysts independently evaluated key factors according to the criteria identified below:

Business Impact

- Criterion 1: Financial Performance
- Criterion 2: Customer Acquisition
- Criterion 3: Operational Efficiency
- Criterion 4: Growth Potential
- Criterion 5: Human Capital

Customer Impact

- Criterion 1: Price/Performance Value
- Criterion 2: Customer Purchase Experience
- Criterion 3: Customer Ownership Experience
- Criterion 4: Customer Service Experience
- Criterion 5: Brand Equity

BY PRIORITIZING CLIENT NEEDS, FOSTERING INNOVATION, AND ENSURING QUALITY OUTCOMES, ARAGEN STANDS OUT AS A TRUSTED PARTNER IN THE BIOTECH, PHARMA, AND AGRISCIENCE INDUSTRIES, DRIVING SUCCESS AND GROWTH FOR ITS CLIENTS.

**- OJASWI RANA
BEST PRACTICES RESEARCH**

Frost & Sullivan's Customer Value Leadership Award recognizes the company that offers products or services customers find superior for the overall price, performance, and quality. Customer Value Leadership is defined and measured by 2 macro-level categories: Customer Impact and Business Impact. These two sides work together to make customers feel valued and confident in their products' quality and performance. This dual satisfaction translates into repeat purchases and a lifetime of customer value.

Aragen Life Sciences Ltd. (Aragen) embodies a client-centric strategy and sets a benchmark for implementing best practices. The company prioritizes intellectual property protection and customer centricity, considering them pivotal pillars of its operations.

With its strong overall performance, Aragen earns Frost & Sullivan's 2024 global Customer Value Leadership Award in the early drug discovery and preclinical industry.

