



# Measured growth. Sustained partnership.

## Client Confidence Report

Outsourced clinical service providers are routinely re-evaluated as studies evolve. Scale tests consistency.

**From 2022 to 2025, our data reflects sustained partnership built on performance.**

# 85%

of 2025 studies came from returning Sponsors

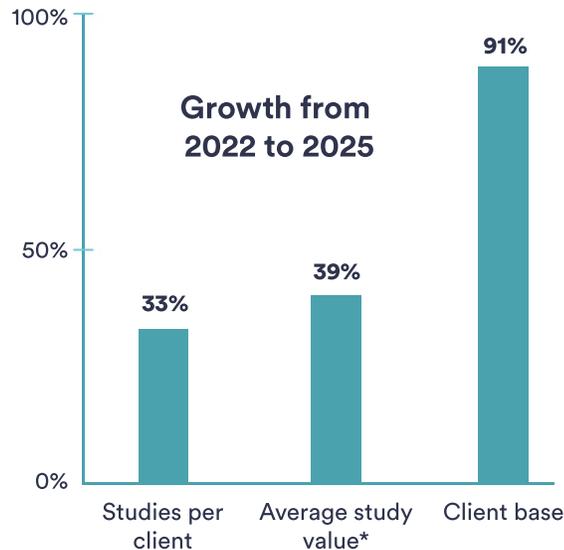
In clinical research outsourcing, continuity has to be earned. Repeat engagement signals operational stability across study cycles and regions.

# 59

**Net Promoter Score**  
Healthcare industry average: 34

Growth in volume didn't reduce site or Sponsor satisfaction. As operational output scaled, client confidence remained strong.

Expansion earned through consistent execution.



\*Average study value growth reflects expanded program scope and service utilization.

Sponsors aren't engaging Scout for a single study.

They're expanding reliance across portfolios and therapeutic areas.

## Operational stability under scale

Payments, travel coordination, and meeting management are often treated as admin functions. But in practice, they sit at operational pressure points in every global trial.

When these functions falter:

- Sites feel the pressure
- Timelines can slip
- Participant continuity is affected

As programs expand, the operational stakes increase.

Between 2022 and 2025, client count and study value increased.

Operational demand grew across programs and regions.

In many organizations, service declines as volume rises. At Scout, expansion and satisfaction remained strong as demand increased.

# +33%

Operational output  
2022 → 2025



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