



Vetter Pharma International GmbH · POB 23 80 · D-88193 Ravensburg · Germany

Press release

Vetter wins Frost & Sullivan Award

Leading pharmaceutical service provider gets top grades for customer support

Ravensburg, July 14, 2011 – Leading contract development and manufacturing organization (CDMO) Vetter has received the Frost & Sullivan 2011 European Prefilled Injection Systems Customer Service Leadership Award. The international consulting company recognized Vetter for best practices in its collaboration with global customers, in particular, the added value due to the outstanding quality of service the company creates for its partners. Vetter plays a significant role in the success of its clients by providing crucial support from early development of drugs through regulatory approval and market supply worldwide. The award ceremony is to be held on September 29 in London (Great Britain).

Prior to granting the award, Frost & Sullivan examined service providers from the global pharmaceutical and biotech industries focusing on four criteria: quality, timeliness, customer benefits and cost of services. These criteria were analyzed both qualitatively and quantitatively, taking into account the current situation and trends in the market. Following this extensive analysis, Vetter was selected as the 2011 European Prefilled Injection Systems Customer Service Leadership Award recipient.

In explaining its decision, Frost & Sullivan's Program Manager, Ranjith Gopinathan said, "Vetter is renowned for its quality, innovation and loyalty as a strategic partner for pharmaceutical and biotech clients. As a leading CDMO, Vetter offers its customers "service throughout all stages of a drug's development and through all the lifecycles, providing the necessary support at all times." Vetter is specialized in working with complex substances and has extensive experience with a broad array of compounds, including monoclonal antibodies, peptides, interferons and vaccines. He further explained, "this will provide the pharmaceutical company with valuable time and resources to concentrate on core activities, namely research and development into other drugs and marketing."

Vetter managing director Peter Soelkner was thrilled with the news. "This recognition by Frost & Sullivan, one of the most prestigious international consulting firms is an impressive achievement," he said. "However, we do not view the award as an end in itself. Rather, it is a justification of our business model of resolute customer orientation and a challenge to exceed even our high business standards. We will continue to make every effort to provide our customers with the best possible support available, helping them to secure their success in the global marketplace."



**About Vetter:**

Vetter is an independent international specialist in the aseptic filling of syringes, cartridges and vials. The company has extensive experience with a broad array of substances, including monoclonal antibodies, peptides, interferons and vaccines. Headquartered in Ravensburg, Germany, Vetter provides support for pharmaceutical and biotech clients from preclinical development through regulatory approval and global market supply. Vetter's new Chicago facility, an expansion of Vetter Development Service, supports early-stage products. The firm works with the world's leading pharmaceutical and biotech companies, and employs approx. 2,400 staff across Europe and the United States. The innovator of the Vetter Lyo-Ject[®] dual-chamber syringe and V-LK[®] cartridge, the company holds nearly 140 patents and is a leader in the use of RABS technology in cleanrooms. Approved as a foreign manufacturer by the government of Japan, Vetter's global regulatory experience includes numerous customer product approvals by the FDA, EMA and other authorities. Over its more than 25-year history in aseptic filling, Vetter has won many awards for its facilities and operations, including the 2010 SAP EMEA Quality Award, silver medal, for the implementation of a companywide planning software system.

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