



Client Services Program

Paracel recognizes that exceptional client service is an integral part of sustainable business success. Our Service Team is comprised of technical experts who are always accessible to assist you. We've built our client services program with clients' needs in mind.

Client Support Services

- **Dedicated Service Team** – Each Paracel location has dedicated Client Service Representatives to support your day-to-day requests. Our Service Team also includes our business development and senior management staff with exceptional technical expertise; every member of our Team is accessible and responsive to your requests.

- **Standard 4 Business Day & Prioritized Turnaround Times (TAT)** – We understand the importance of receiving quality data on time so Paracel has set an industry standard with our 4 business day TAT. We also routinely offer same day, next day and 2 day TATs for projects requiring strict timelines.

All TATs start from the day the samples leave your possession, not the day it is received at the facility; Paracel is the only laboratory to provide this service to their clients.

- **Multiple Office Locations** – Paracel has expanded our operations throughout Ontario to provide local support to our clients. Our locations currently include Ottawa East, Ottawa West (Bells Corners), London, Niagara, Mississauga, Sarnia and Kingston.

- **Free Local Pickups and Deliveries** – Paracel's Service Team provides free sample pickups and supply deliveries to your office or project site in the areas of our locations.





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- **Sampling Supplies & Media** – All sampling containers, preservatives and IAQ media are provided free to our clients who are returning the samples to Paracel for analysis.
- **Online Data Access** – Paracel’s Element Web tool allows secure on-line access to your data, including certified reports, invoices, chain of custodies and supporting files. In addition, this tool allows real-time access to the status of in-progress orders and preliminary results as tests are completed.
- **Electronic Reporting & Invoicing** – Paracel provides Adobe Acrobat® PDF files for both your report and invoice, sent electronically to you via email to support our initiative of paperless business interactions. Hard copies can be requested if required.
- **Custom Reports** – Paracel offers a number of electronic spreadsheet formats and can also provide data as Comma Separated Value (CSV) files for importing into custom databases. Paracel’s SQL data based system has the capability of generating customized electronic reports, highly tailored to your individual specifications. Paracel now has the ability to also generate EQUIS data files in both the EZEDD and the EQUIS 4 file formats.
- **Criteria-based Reporting** – All reports are available in Adobe Acrobat® PDF and Microsoft Excel formats. Excel reports are equipped with Paracel’s Regulatory Tool macro which allows the comparison of reported results to various environmental guidelines. Upon selection of an appropriate guideline the macro will highlight all data exceedances.

The Service Team at Paracel is dedicated to ensuring our Client Service Program meets your needs and expectations. If there is anything additional we can implement to our Program which will improve your interactions with Paracel, please don’t hesitate to bring it to our attention. The Service Team at Paracel is also fully committed to continuous improvement and providing complete solutions to our clients in respect to their analytical requirements. If you have any questions in regards to this document or your sampling program, please don’t hesitate to contact Paracel’s Service Team at 1-800-749-1947 or by email at paracel@paracellabs.com.