

Ortho Clinical Diagnostics

Ortho Clinical Diagnostics Achieves Distinguished No. 1 Ranking for Service Performance for 3rd Year in a Row

July 31, 2018

Captures top marks for Overall System Performance, Overall Customer Satisfaction

Ortho Clinical Diagnostics (Ortho), a global leader of in vitro diagnostics, today announced that, for the third year in a row, the Ortho Care™ service and support program was the highest-ranked original equipment manufacturer for overall service performance in the diagnostics industry. The rankings were published in three IMV 2018 ServiceTrak™ reports, which are based on opinions of laboratory professionals working in U.S. hospitals representing more than 3,000 systems. Respondents were randomly distributed across the U.S., both geographically and by hospital size.

Ortho was rated No. 1 for overall service performance, overall system performance and overall customer satisfaction in all three ServiceTrak industry reports: Integrated Systems, Immunoassay Analyzers and Chemistry Analyzers.

"It's no coincidence that Ortho has achieved this coveted number one ranking for service and support for three years running," said Alex Socarrás, Ortho's chief commercial officer. "We differentiate on service and support to make sure the labs we serve maximize uptime and are taking full advantage of our innovative technology."

Ortho Care, Ortho's holistic, best-in-class service and support program for customers includes a team of highly skilled field service and phone support professionals who use tools such as e-Connectivity® Technology to predict and remotely remedy potential issues before they occur. The Ortho Knowledge Center and robust training programs give customers education on the latest best practices and research in diagnostics.

"We are a long-term Ortho customer, and Ortho Care makes a tremendous difference for us," said Mark Clause, chemistry technical supervisor at Regional West Medical Center in Scottsbluff, Nebraska. "Our physicians and patients are counting on us to deliver fast, accurate, precise diagnostic insights. Ortho Care helps us do that, by maximizing uptime and predictability."

About IMV

IMV is part of the Science and Medicine Group, the leading market research and business intelligence provider to the laboratory diagnostic industry. Each year IMV produces a series of proprietary ServiceTrak™ Clinical reports derived from extensive phone surveys with clinical laboratory professionals to determine their level of satisfaction with the service they receive for their clinical diagnostic equipment and with the equipment manufacturers. For more information, visit www.imvinfo.com.

About Ortho Clinical Diagnostics

Ortho Clinical Diagnostics is a global leader of in vitro diagnostics serving the clinical laboratory and immunohematology communities. Across hospitals, hospital networks, blood banks and labs in more than 125 countries and territories, Ortho's high-quality products and services enable health care professionals to make better-informed treatment decisions. For the immunohematology community, Ortho's blood typing products help ensure every patient receives blood that is safe, the right type and the right unit. Ortho brings sophisticated testing technologies, automation, information management and interpretation tools to clinical laboratories around the world to help them run more efficiently and effectively and improve patient care. Ortho's purpose is to improve and save lives with diagnostics, and it does that by reimagining what's possible. This is what has defined Ortho for more than 75 years, and it's what drives Ortho forward.

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