

Ortho Clinical Diagnostics

Ortho Clinical Diagnostics Chosen as Top Customer Service Company in India Health Care Sector for 2nd Straight Year

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Ortho Clinical Diagnostics (Ortho), a global leader of in vitro diagnostics, has been chosen as the top health care company in India for customer service for a second straight year.

Ortho and its Ortho Care™ service and support program once again received the Services Excellence Award in the Health & Wellness Category from the Associated Chambers of Commerce and Industry of India (ASSOCHAM), a not-for-profit apex trade association in India.

"We are honored to be recognized as providing the best customer service and support in the health care industry in India, especially by a prestigious organization that represents so much of the India business community," said Anand Pande, head of Ortho's Asia-Pacific region. "Labs in India and everywhere are struggling to do more with less, and that makes delivering great service and support all the more important."

The recognition from ASSOCHAM for a second straight year came soon after IMV ServiceTrak™ reports identified Ortho Care as the highest-ranked original equipment manufacturer for overall service performance in the diagnostics industry for a third year in a row. The 2018 ServiceTrak ranking is based on opinions of laboratory professionals working in U.S. hospitals representing more than 3,000 systems. Ortho also received an International Stevie Award for Sales and Customer Service in 2017.

"Ortho is proud to be able to say that we deliver the best customer support in the business for all our present and future products, particularly in India – an important and growing market for us," said Alex Socarràs, Ortho's chief commercial officer. "This is particularly important as we introduce to CE Mark countries our next-generation analyzer, the VITROS® XT 7600 Integrated System, which brings an innovative new approach to clinical lab management. As with all our products, we back it up with world-class support."

ASSOCHAM represents the interests of trade and commerce in India and acts as an interface between industry, government and other relevant stakeholders on policy issues and initiatives.

About Ortho Clinical Diagnostics

Ortho Clinical Diagnostics is a global leader of in vitro diagnostics serving the global 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, helping 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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