Ortho Clinical Diagnostics

Stevie Awards Recognize Ortho Clinical Diagnostics for Customer Service

March 3, 2020

Recognition is latest for Ortho Care™, Ortho's award-winning customer service and support program



Ortho Clinical Diagnostics, a global leader of in vitro diagnostics dedicated to improving and saving lives through innovative laboratory solutions, has been named a bronze medal winner at the 14th annual International Stevie® Awards for Sales & Customer Service in the Customer Service Department of the Year—Healthcare, Pharmaceuticals, and Related Industries category.

This recognition is the latest honor for the company's Ortho Care™ suite of customer solutions, which have previously been recognized with prestigious industry awards including two Stevie Awards and top diagnostics industry ranking for the past four years by IMV ServiceTrak™, a research agency that recognizes companies based on the opinions of laboratory professionals from more than 3,000 systems.

> ***"When we offer our solutions to our customers, we are not simply offering them our systems, we are also offering our award-winning customer service and support program," said Zachary Ballard, Ortho's head of regions - LATAM, ASPAC, Japan and Ortho Care. "We provide real-time, personalized support to ensure labs are running efficiently and help them consistently deliver excellent patient care. We continue to evolve our service offering based on conversations with our customers and are proud to again be recognized for our customer care program."***

Ortho Care, Ortho's holistic service and support program for customers, is designed to deliver exceptional customer service through its highly skilled field service and remote support professionals who use innovative e-Connectivity ® technology to remotely monitor solutions in real-time to ensure they are running efficiently and proactively address service needs. Smart Service, Ortho's innovative mobile app, assures a data-driven, proactive review is part of every customer service visit and helps ensure continued uptime and greatly reduces the need for service visits.

In addition, customers rely on the expertise of Ortho Care's Ortho Knowledge Center, which helps lab teams operate as efficiently as possible through shared Ortho customer success stories, best practices and current research.

Further, Ortho supports its customer support technicians with high-quality training. This year, Ortho won a silver award for Best Advance in Competencies and Skill Development from the Brandon Hall Group Excellence Awards for implementing transformative training for its laboratory specialists. The program co-created with Zimmet Group, which shared the award, aims to help professionally develop laboratory workers' crucial customer-care behaviors.

More than 2,600 nominations from 48 nations were evaluated in this year's Stevie Awards competition. Finalists were selected based on the average scores of more than 180 professionals worldwide from seven specialized judging committees.

To learn more about Ortho's award-winning customer support, visit https://www.orthoclinicaldiagnostics.com/en-us/home/ortho-care.

About the Stevie Awards

Stevie Awards are conferred in eight programs: the Asia-Pacific Stevie Awards, the German Stevie Awards, the Middle East Stevie Awards, The American Business Awards®, The International Business Awards®, the Stevie Awards for Great Employers, the Stevie Awards for Women in Business, and the Stevie Awards for Sales & Customer Service. Stevie Awards competitions receive more than 12,000 nominations each year from organizations in more than 70 nations. Honoring organizations of all types and sizes and the people behind them, the Stevies recognize outstanding performances in the workplace worldwide. Learn more about the Stevie Awards at www.StevieAwards.com.

About Ortho Clinical Diagnostics

Ortho Clinical Diagnostics, a global leader of in vitro diagnostics dedicated to improving and saving lives through innovative laboratory solutions, serves the clinical laboratory and immunohematology communities.

Ortho's high-quality products and services help hospitals, hospital networks, blood banks and labs in more than 125 countries and territories deliver consistently fast, accurate and reliable results that allow clinicians to make better-informed treatment decisions.

Ortho's lab solutions provide sophisticated testing technologies, automation, information management and interpretation tools to clinical laboratories to help them run more efficiently and effectively and improve patient care.

Ortho's blood typing products help ensure every patient receives blood that is safe, the right type and the right unit.

Why does Ortho continue to innovate and provide industry-changing solutions? Because every test is a life.

© Ortho Clinical Diagnostics 2020

Press contact:
For media inquiries please contact

Ortho Media Relations
Ortho Clinical Diagnostics
media@orthoclinicaldiagnostics.com
(+1) 908 704 8256