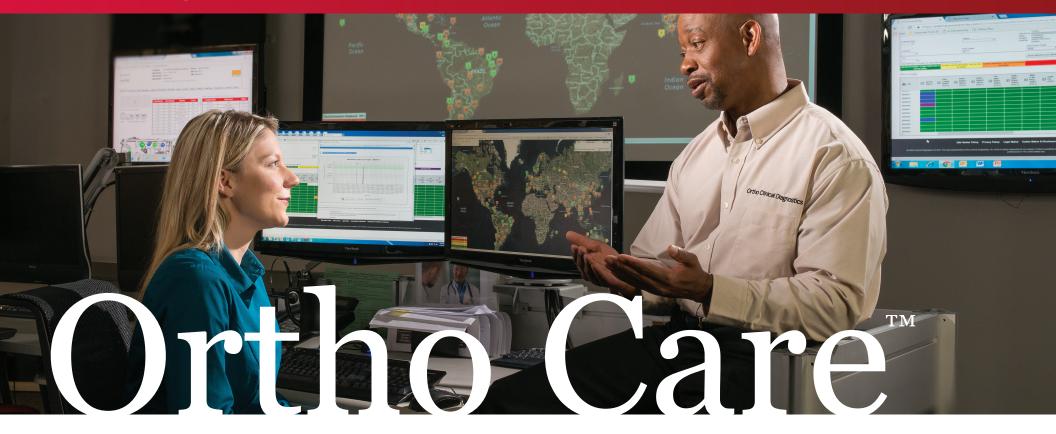
Ortho Clinical Diagnostics



Caring for People Who Care For Patients

A Community of Lab Innovators Dedicated to Exceptional Patient Care.

Clinicians and patients are depending on your lab to be ready to provide the test results they need to move treatment forward. That's why we pay extra attention to ensure your lab is running smoothly — with an innovative, supportive, and holistic approach to service.



Ortho Care. Industry-Leading Approach to Service and Support



The People

Providing customized, customer-focused solutions, our highly skilled team of field engineers, technical solution specialists and laboratory specialists keep your analyzers running smoothly, minimizing interruptions to patient care.



The Technology

With first-in-class
technology, the Smart
Service app arms our
Ortho Care teams with
analyzer intelligence in the
palm of their hand. Ortho
Field Engineers have the
information they need to
quickly and completely
resolve issues, giving
you faster resolution and
improved reliability.



Your analyzers stay up and running we guarantee it

24x7x365—no additional cost

The Reliability We Guarantee

In the unlikely event your analyzer does not meet Ortho's minimum performance standards of 98% in-service time, Ortho will credit your lab the difference.* **67%**Remote Resolution
Rate[†]

We resolve most issues without dispatching a field engineer.

89%

Same-Day Repair Rate[†]

We resolve a majority of service orders the first time.

30% Improvement in Reliability[†]

We continue to reinvest in our products, technology, and people to give you solutions you can depend on.

^{*}In the event the uptime (at the end of any year during the term of the agreement) is less than 98% per analyzer, Ortho will offer a credit to the customer based on the one-year cost of customer's service contract for such analyzer. The amount will be a 1% credit for every percentage point the uptime is under 98%, up to a maximum of 5% per year, per analyzer. Contact your local Ortho representative for details on eligibility. Exclusions may apply.

*Data on file.

Ortho Plus. Services Designed With You In Mind



Inventory Management

Cloud-based software helps monitor and forecast inventory levels quickly across all sites, so you can focus on patient care.



Ortho Store Front

You can quickly order products online, modify your orders, track shipments, access real time reports, and find key documentation. All with convenient payment options.



Online Training Resources

Fully leverage our powerful integrated technology through comprehensive online educational resources and flexible training programs.

- New Courses bi-monthly
- PACE accredited content



Confidently Run Your Business With Analyzer Performance Dashboards.

View analyzer turn around time, workload, and other key metrics all from one location.

Monthly performance results are delivered straight to your inbox.







Reagent





Reliability Begins With Seamless Implementation

You are assigned an expert project manager certified to lead your team through our proven 6 step Smart Start implementation process.

- 1 Discovery
- 2 Project Plan
- 3 Installation Qualification
- 4 "Crossover" Operation Qualification
- 5 "Go Live" Performance Qualification
- 6 Implementation Close Out



Reimagine Your Lab For a More Efficient Future

We combine the power of six sigma, lean thinking, and design excellence to guide you and ensure you have the right solutions that best fit your unique needs.

ValuMetrix® Services offers a proven way to raise productivity, decrease costs and deliver improved service levels.



We're proud to deliver consistent, dependable support so your lab can focus on patient care—not analyzer care.

Ranking by Service Trak™ for superior service and support received by Ortho Care in 2016, 2017, 2018, 2019, and 2020

in Overall Customer Satisfaction for Clinical Chemistry, Immunoassay and Integrated Systems in 2018, 2019, and 2020

#1 Overall System Performance in 2019 and 2020