

## OMRON Healthcare India step-up its after sales service expanse

### Establishes one-of-its-kind Pickup centres

**New Delhi, Aug 16, 2018:** OMRON Healthcare India, the leader in digital blood pressure monitoring segment, announced the opening of 48 Pickup centres in addition to seven existing authorized after-sales Service centres across tier-1 and 2 cities.

This strategic move denotes company's efforts to deepen its reach and connect with the end-customers via strengthening its after sales service infrastructure by introducing unique concepts and adding value to the existing facilities.

OMRON Pickup Centres, unique in the healthcare monitoring segment, present walk-in facilities for customers for all of their repair needs. The centres provide the first-level check of product and allow the customers the convenience to get the same picked up after the repair at the nearest service centre thus saving them the hassles of visiting the pharmacies or retailers (from which they had bought the products) and a centralized interface for speedy resolution of their service needs.

OMRON Service Centres provide a window to take care of all kinds of customer service issues ranging from re-calibration facilities for BP monitors to in and out-of-warranty product repair services needing advanced technical interventions. The customers are also attended and inducted by team of experts who resolve their queries and give them complete know-how on the utility of OMRON healthcare products. These centres are located at New Delhi, Gurgaon, Mumbai, Bangalore, Cochin, Chennai, and Kolkata.

**Commenting on the initiative, Mr. Kazunori Tokura, Managing Director, OMRON Healthcare India, said,** "OMRON aims to add on value to the whole customer journey by bringing not only the products but also the services closer to them. After-sales-service, generally, is the last segment in the journey however it plays a very important role in enhancing the satisfaction- level which is a crucial deciding component in the healthcare segment."

"Preventive healthcare is all set to play a larger role in contributing positively towards the wellbeing of the people of India and this initiative will help us, further, in making a stronger contribution towards the same as a leading player in the healthcare monitoring segment. The expansion is already on and we will have more centers added to the network soon" **he added.**

The details of Pick Up Centre locations can be obtained on [www.omronhealthcare-ap.com/in](http://www.omronhealthcare-ap.com/in).

**About OMRON Healthcare India:**

*Headquartered in Kyoto, Japan, OMRON Corporation is a multi-billion-dollar, diversified company with business units producing industrial automation products, electronic components, and healthcare equipment and ticketing systems.*

*Incorporated in 2010, OMRON Healthcare India is a key player in the health care segment providing innovative medical technologies for Monitoring and Therapy. Equipped with OMRON's competent "Bio-information Sensing" the portfolio comprises of home healthcare products such as blood pressure monitors, respiratory therapy devices, body fat monitors, pedometers, digital thermometers, massage devices, etc. OMRON Healthcare was the first to introduce manual and digital blood pressure units to the home healthcare market in the world. Today, OMRON has the highest market share in the home-use digital BP monitor in India and across the globe.*

To learn more, please visit: [www.omronhealthcare-ap.com/in](http://www.omronhealthcare-ap.com/in)   

**For more details, please touch base with:**

**Corporate Communications, OMRON:** Ankur Bhat, +91 9899819904, [ankurb@ap.omron.com](mailto:ankurb@ap.omron.com) ; Jaskaran Gautam, +91 7838491307, [jaskarang@ap.omron.com](mailto:jaskarang@ap.omron.com)

**WeberShandwick:** Ramita Khurana, +91 9999798730, [rkhurana@webershandwick.com](mailto:rkhurana@webershandwick.com) ; Pallavi Mukkamala, +91 8826141999, [pmukkamala@webershandwick.com](mailto:pmukkamala@webershandwick.com)

\*\*\*