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Agilent unveils new customer experience centre in US

09 December 2022 | News

Highlighting genomics and diagnostics solutions



Agilent Technologies Inc. has announced the opening of a new Customer Experience Center (CEC) in Lexington, MA, in the US, focused on solutions from Agilent genomics and diagnostics product portfolios.

The facility will serve as a regional hub for Agilent representatives to showcase and demonstrate both product capabilities and complete workflow solutions to customers.

Hands-on training, education, assay development, and optimization are critical to a laboratory's success. Scientists are looking for suppliers to support their discovery work and product and solution development efforts. The new Agilent CEC delivers an immersive experience for pathologists, clinicians, and researchers to increase their confidence in using Agilent products to meet the unique needs of their lab. The facility is strategically located where Agilent has a high concentration of genomics and pathology customers who can easily access the CEC.

The new CEC boasts an efficient layout to demonstrate workflows for next-generation sequencing (NGS) and pathology in clinical and research applications. It also provides a location for novel application development and collaborations. The suite of Agilent genomics and pathology instrumentation, paired with the expertise of Agilent's technical staff, provides the necessary combination to support customers with needed comprehensive training while continuing to foster collaboration between Agilent and their customers.