

Fujifilm India redefines healthcare with new service and support app

20 June 2023 | News

One of the revolutionary innovations introduced as a mobile service and support application

Fujifilm India, the Indian arm of Japanese medtech firm Fujifilm, is emerging as a comprehensive healthcare solution provider with their state-of-the-art mobile application 'FUJIFILM Connect'. It is the one-stop solution for healthcare professionals to manage the service and support for their medical diagnostic devices with real-time push notifications to keep the users updated.

Through 'FUJIFILM Connect', the company has provided a single platform to healthcare providers where creating and tracking service requests is now a convenient process with efficient technical support in just one tap. In addition to raising service request tickets for already purchased Fujifilm medical devices, users can explore new products as well. The app is available on both the apple store and google play store.

The key features of 'FUJIFILM Connect' include easy service request submission, timely & efficient technical support, access to a comprehensive service history along with features to track the status of all service requests, view maintenance records and monitor device performance. Moreover, this app aids remarkable customer support services through 24x7 call logging process and real time contract status visibility.

The app comprises various categories of Fujifilm medical products like FDR & Mammography scanners, X-ray imaging devices, and MRI & CT scanners among other healthcare products. It benefits healthcare professionals in numerous ways including one-tap product description access, elimination of call logging and toll-free number for assistance. Besides, the app facilitates users with real-time contract status visibility and aids in transparency and helps to maintain time-to-time services of medical products. The app will also encompass a range of Endoscopy products in the future.