

BioSpect

the business of Bio

24 years of leveraging the business of Bio
www.biospectrumindia.co

Agilent expands India's scientific ecosystem with new customer experience centre in Mumbai

02 April 2026 | News

To support laboratories across the analytical and application lifecycle



Agilent Technologies Inc. has announced the opening of its Customer Experience Center (CEC) and office in Mumbai, reinforcing its long-term commitment to India and strengthening engagement with customers across the country's life sciences, pharmaceutical, and applied markets.

The Customer Experience Center marks the next phase of Agilent's growth in India, bringing together hands on technology demonstrations, application expertise, and commercial operations in a modern, integrated facility. As part of the launch, customers across pharmaceuticals, biopharma, diagnostics, chemicals, food safety, and environmental testing visited the center, participated in application led discussions, and explored solutions addressing real world laboratory challenges.

It forms part of Agilent's global investment in customer facing infrastructure, including Centers of Excellence and experience centers across major innovation hubs worldwide. In India, it complements Agilent's expanding footprint alongside the India Solution Center in Manesar, the Refurbishment Center, and the Hyderabad Biopharma Experience Center, creating a connected network that links local scientific needs with global expertise and best practices.

Agilent's investments in India reflect its broader global strategy to build integrated, customer centric engagement models that support laboratories across the analytical and application lifecycle. The co-location of Agilent's office with the Customer Experience Center further strengthens collaboration between customers and local teams, enabling deeper technical engagement and more effective knowledge exchange.

"India's pharma and applied markets are evolving rapidly, with increasing focus on quality, compliance, and advanced analytical capabilities," said Bharat Bhardwaj, Vice President, Asia Pacific, Agilent Technologies. "The Customer Experience Center in Mumbai enhances how we support customers across India as they modernise laboratories, adopt new technologies, and meet both scientific and business objectives."

Image caption- (L-R) Jonah Kirkwood, Senior Vice President & Chief Commercial Officer, Agilent Technologies; and Bharat Bharadwaj, Vice President & General Manager, APAC, Agilent Technologies