



CUSTOMER EXCELLENCE CENTER

Thermo Fisher Scientific™ launches new virtual contact center for specialist technical support

Thermo Fisher Scientific™ is delighted to announce that our new virtual Customer Excellence Center for immunodiagnosics has now launched in the UK and Ireland.

This will provide you with timely and effective service for Phadia™ Laboratory Systems. The contact details are below:

Customer Excellence Center

Phone: (UK) +44 (0) 1908 769111
(Ireland) 1-800-625-169

E-mail: idd-supportukireland@thermofisher.com



CUSTOMER EXCELLENCE CENTER

The key benefits for you, our valued customers:

Real-time response – get the specialist support you need, right when you need it.

Multi-channel interaction – connect with a specialist via phone call or email with plans for omni-channel communication in the future.

Reference number creation – automatically create a new case when you contact us via email

Customer recognition – our service system will recognize your contact details and provide our specialists with information on your installed products and recent cases.

Arrange a call-back – your time is precious. You can arrange a call-back from one of our specialists when they next become available. This means you can continue with your important lab work without waiting on hold.

Voicemail – you can leave us a voicemail that will be received by one of our specialists and your call will be returned.

Estimated wait time – during busy periods you will be provided with an estimated wait time and position.

Local language – speak with technical specialists in your local language.

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