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Agilent opens its first customer experience centre in Malaysia

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Researchers can train on analytical instruments and work with Agilent specialists at the new Damansara Uptown facility to refine laboratory workflows for biopharma, food safety and environmental testing.



Agilent Technologies Inc. announced the opening of its first Customer Experience Center (CEC) in Damansara Uptown, bringing advanced technologies, hands-on training and scientific expertise closer to researchers across Malaysia.

The center expands Agilent's nationwide footprint, with a direct presence in five Malaysian cities spanning smart manufacturing, centers of excellence, sales and customer support.

"Malaysia's scientific community has strong ambitions, from biopharma and food safety to environmental testing and academic research," said **Bharat Bhardwaj**, vice president of APAC sales at Agilent. "We designed our first CEC in Malaysia as a place to spark ideas, co-create solutions, gain hands-on technical training and test new approaches. Our goal is to help turn today's challenges into tomorrow's scientific discoveries."

"For our customers, access to world-class technology is only part of the equation," said **Dr Vimala Sreenivasan**, vice president of APAC customer service at Agilent. "The real value comes from supporting researchers translate technology investments into greater productivity and stronger scientific outcomes. By working side by side with customers, this center help researchers build capabilities and move research advancement with speed and confidence."

At the center, researchers can explore technology solutions, collaborate with Agilent specialists on analytical challenges and refine laboratory workflows, building on more than two decades of Agilent innovation locally.

Since establishing in 1999, Agilent has grown to more than 690 skilled scientists, engineers and employees in Malaysia, whose teams design, manufacture and maintain life sciences and diagnostics instruments for customers, labs and academia worldwide.

Its World Economic Forum-recognized manufacturing site in Penang houses two state-of-the-art centers of excellence encompassing instrument design and biochemical safety and reliability lab. Together, these investments help strengthen Malaysia's position as a hub for scientific innovation and advanced manufacturing in the region.