



Logistics & Support

Device fulfillment, setup, configuration, and support.

Validic provides comprehensive logistics and support services. We handle everything from simple ship-and-forget device fulfillment to full kitting services. This can include pre-paired device setup and configuration. We also handle client onboarding and reverse logistics.

We complement our device delivery and tracking services with fast, friendly 1-800 patient-facing tech support. (We don't grade or measure our tech response team's call speeds; only customer satisfaction!) We even offer proactive, outbound welcome calls to support your first experience with our programs.



FEATURES



Tablet-based Kit with Pre-Paired Device(s)

For high-acuity, high-risk patients or patients with limited technology literacy or access, we offer customized kits that include a cellular-enabled tablet with pre-connected, home-use medical devices. These devices require no WiFi connection, no additional Bluetooth pairing, and no extra setup process. Everything arrives ready for use, straight out of the box.

Ship-and-Forget Device Delivery (BYO Phone)

Patients receive any ordered device(s) specific to the program in which they are enrolled. The device is theirs to keep.

1-800 Technical Support

We make sure that technology is never a barrier to improved care. Our patient support team is available to assist you or your patients with any technical challenges they might face before or during the data collection and transmission process. We support every type of program, from BYOD to full kit implementation.



Equipment Purchasing

We can also be your one-stop-shop for purchasing devices for your programs, shipped to any clinic, healthcare location, or direct to your patients' home as part of a Validic program or for independent use.

Onboarding Support

Whether your patients are setting up their own equipment or your clinicians need a little help getting started, we'll make sure that the program launches smoothly. Validic can help track shipments, explain initial data tracking processes, even follow up with patients to help them take their first readings.

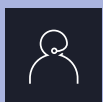


Why Validic Logistics & Support?

Remote care technology, device logistics, and support offered in one solution make personalized care a reality for patients and clinicians.



10+ years of operational excellence in keeping equipment flowing in and out of patients' homes for clinical use.



In-house logistics + support mean your clinicians spend less time worrying about device management and troubleshooting and more time caring for patients.



The right answers to the right questions with the right devices help improve clinical outcomes while reducing overall care costs.

The combination of best-in-class personal health technology with best-in-class logistics and support services provides your patients an unparalleled personalized care experience.

To learn more, email hello@validic.com.