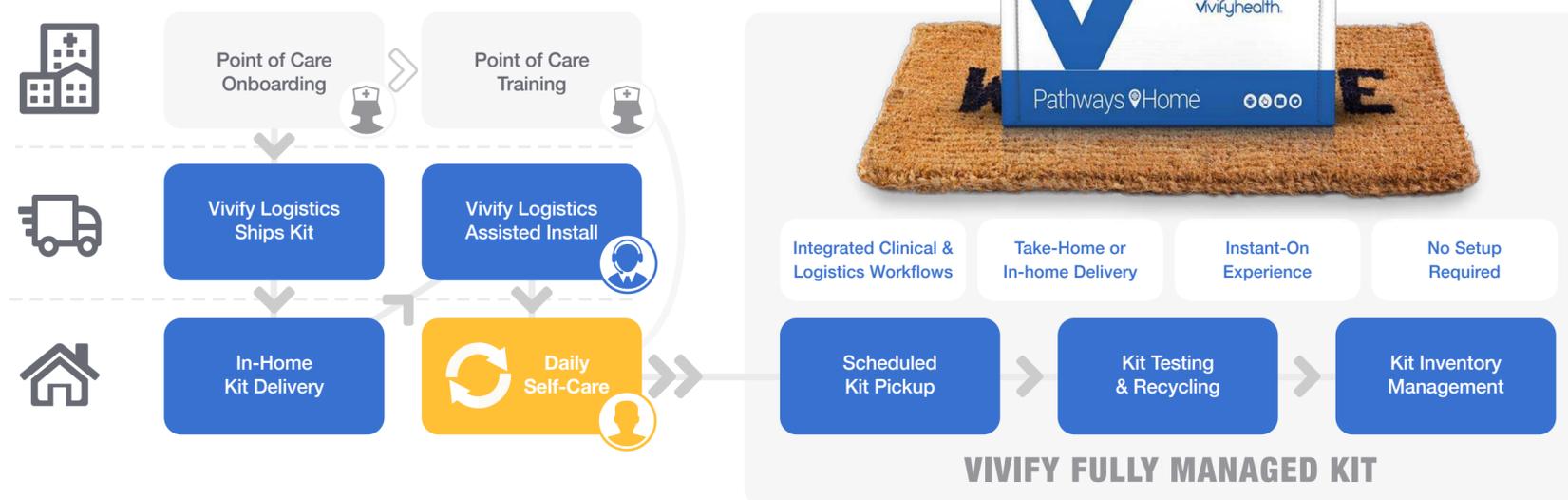


# Services Kit Logistics

The difference is vivid.™

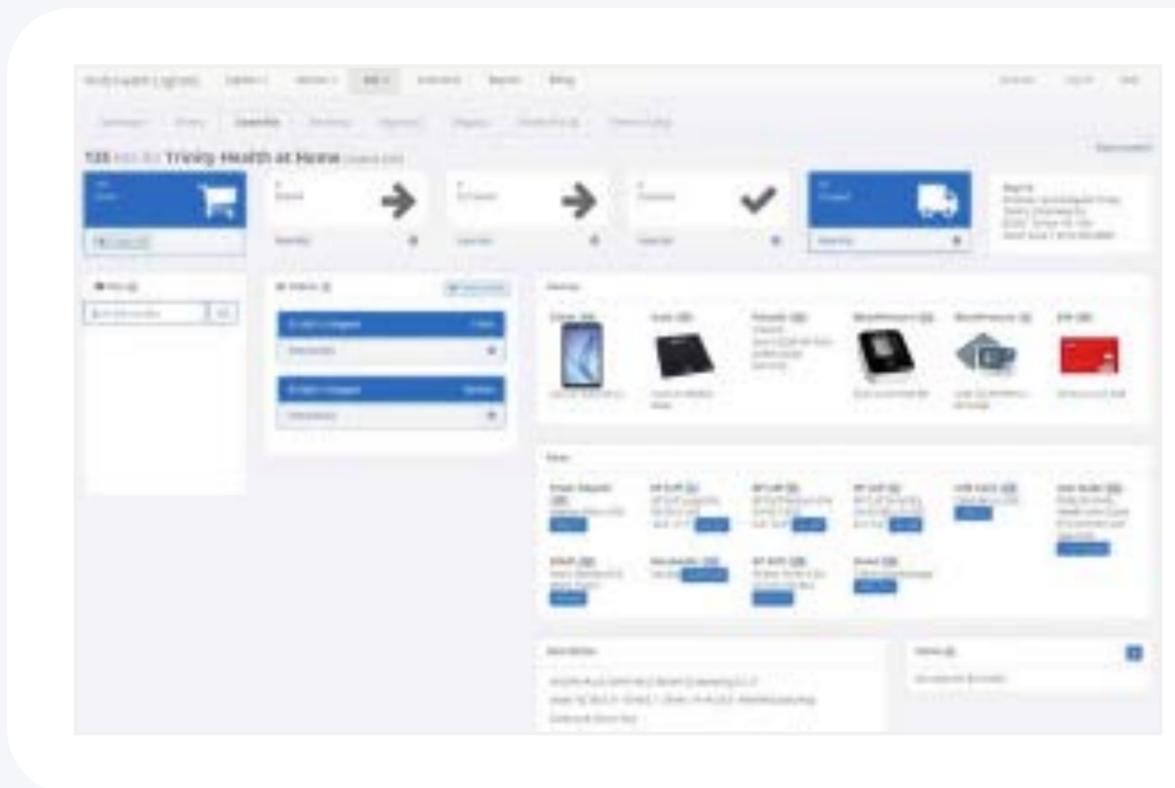
## The Challenge

One of the most complex operational components of remote care is the management of equipment that flows frequently between patient homes and reprocessing facilities.



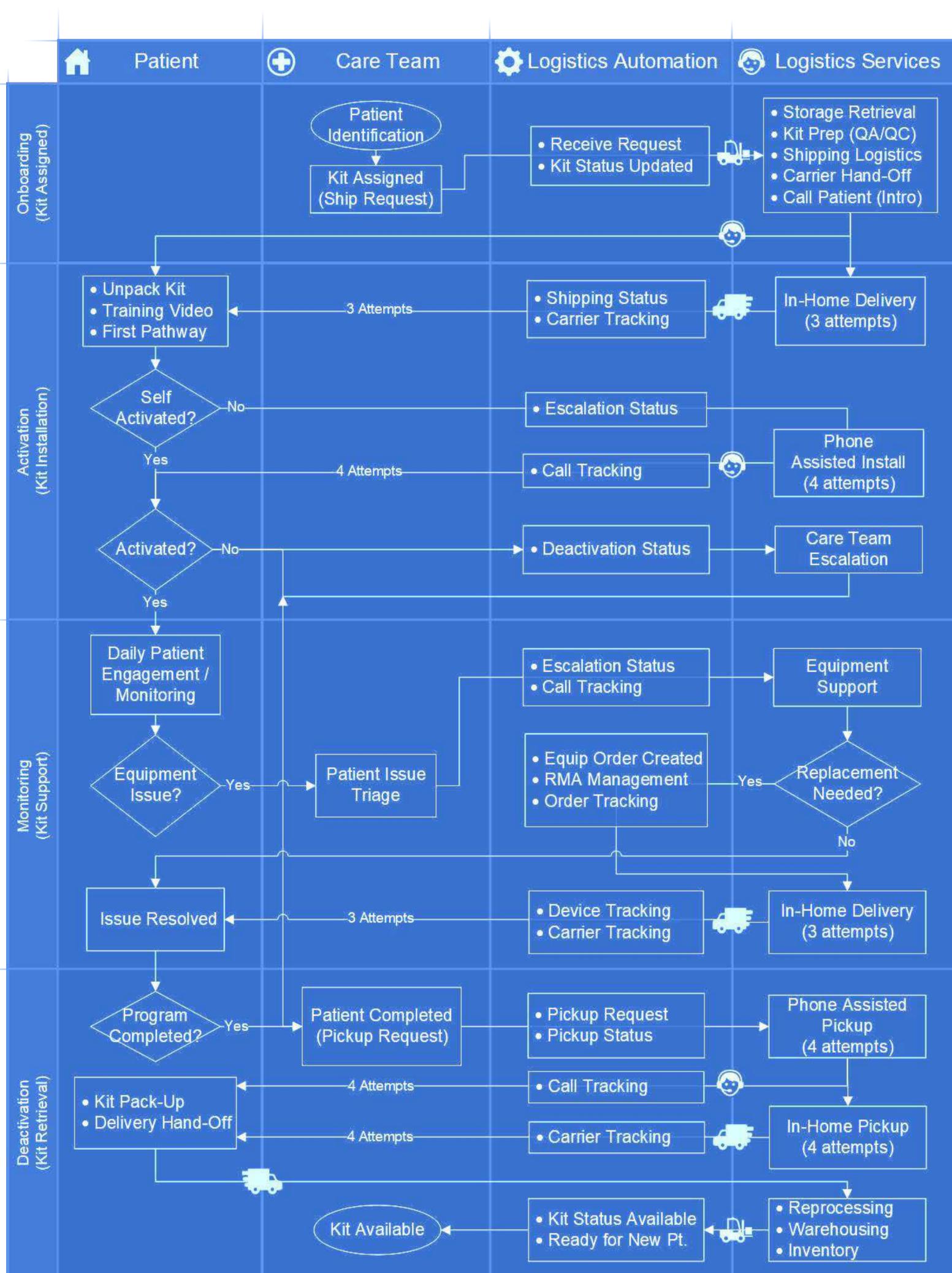
## The Solution

For this reason, Vivify has developed a back-end Logistics Service platform. As an in-house development, it is seamlessly integrated into our Care Team Portal and used extensively by your care team. This solution was developed over 8 years of lessons learned, in concert with our customers ever-changing logistics and workflow needs.

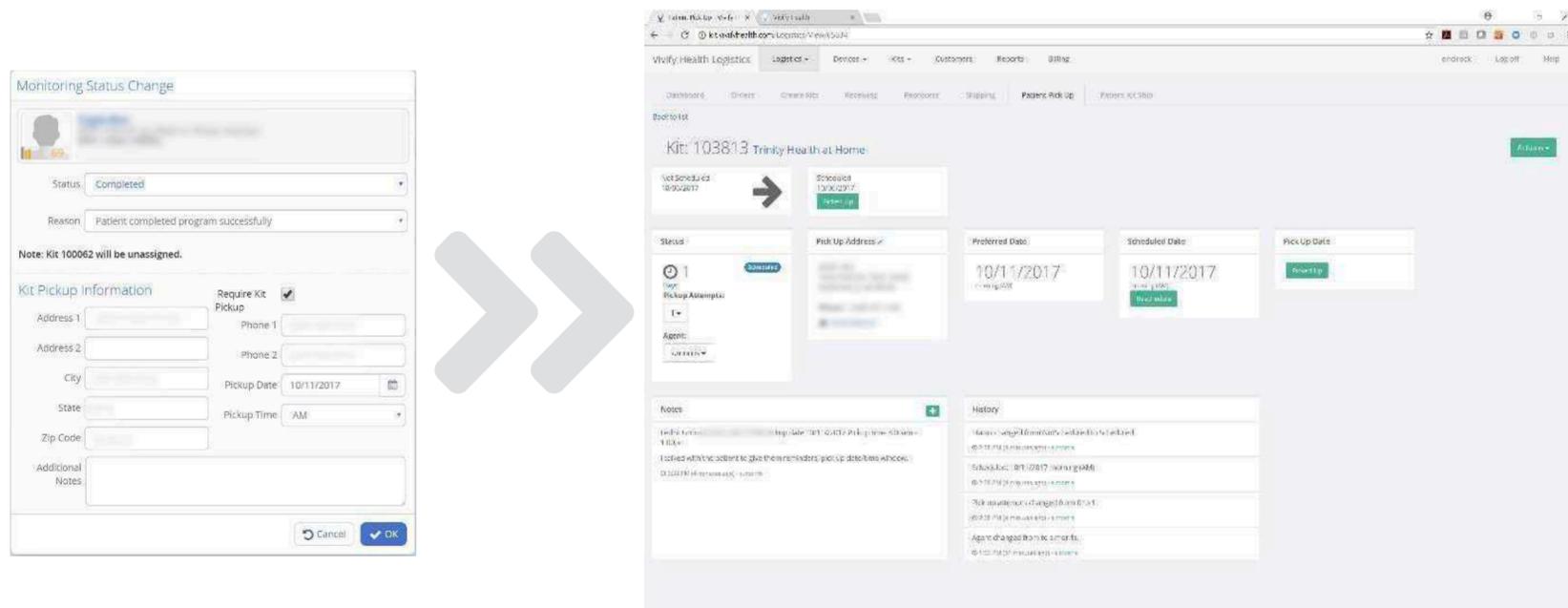


Get Started Now

Vivify has spent millions of dollars developing this integrated Logistics platform, without building around other off-the-shelf logistics platforms, to assure that Care Team members would have immediate updates and direct access to information concerning their patients' technology. Because of this, Vivify Logistics provides the following automated tracking and care team communications that is not available from any 3rd party logistics service, regardless of the extent of their capabilities and technologies:

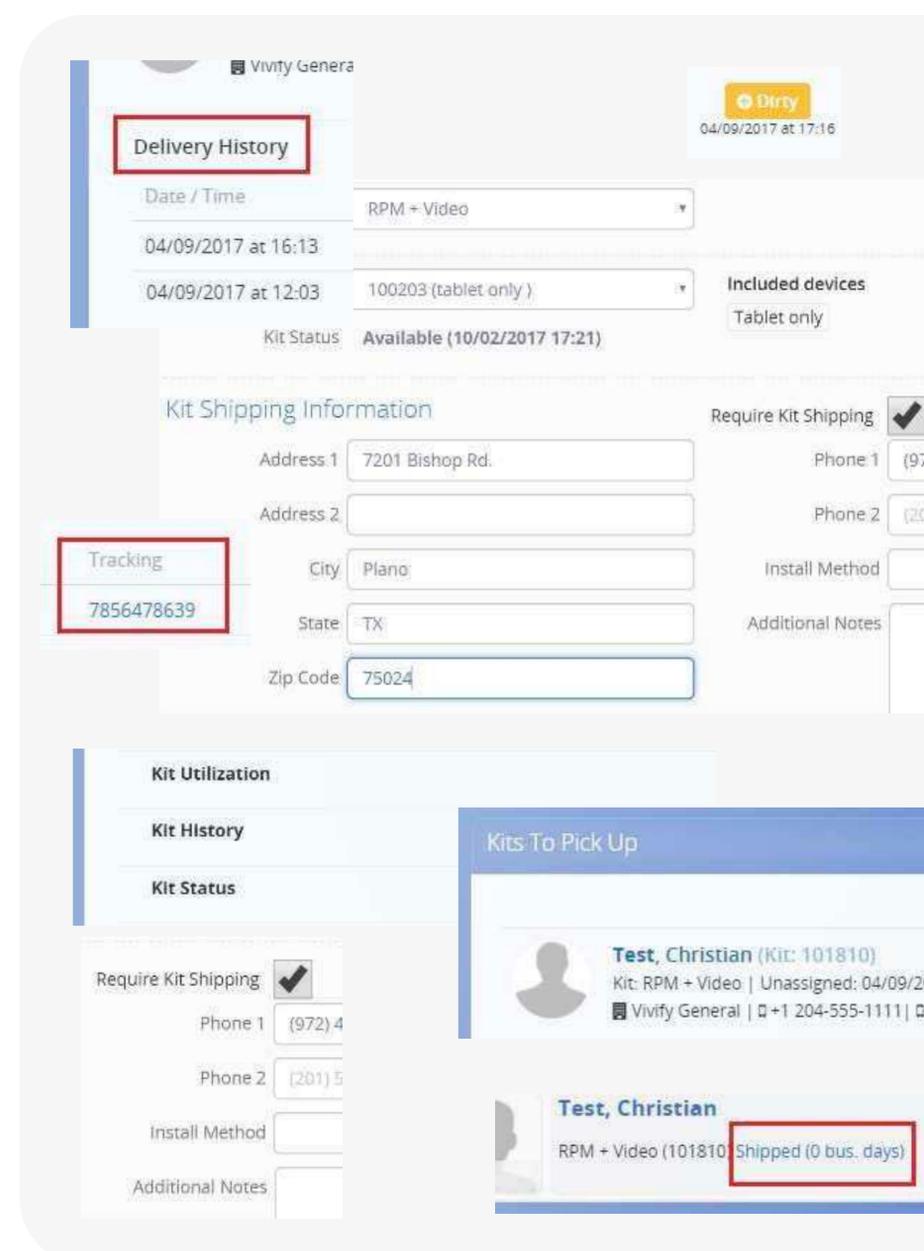


Vivify Logistics incorporates automatic actions based upon events, saving valuable time in communications for both Care Team and Logistics personnel while dramatically reducing costly errors with expensive remote care equipment:



Following are a few examples of some of the event-driven automation, from the perspective of a Care Team member:

- ✓ **Automatic kit location and statuses - Care Team awareness of technology status associated with each patient, shown always with each patient.**
- ✓ **Kit shipping and fulfillment tracking - Care Team instant access to a detailed report of Kits in transit to patient homes.**
- ✓ **Kit pick up management and insight - Care Team instant access to a detailed report of Kits to be retrieved from patient homes.**
- ✓ **Kit shipping request and kit pick up wizard - Care Team guidance on Kit shipping details, necessary to assure a high quality of Logistics deliveries to patient homes.**
- ✓ **Kit Logistic reporting - Care Team access to detailed historical reports of all Kit Utilization, History and Current Status.**



## The Solution

Vivify's Logistics Services are designed to greatly simplify the overall process and reduce costs compared to a do-it-yourself model. Vivify's Logistics operations incorporate many behind-the-scenes services, communications, facilities and overhead costs that are often overlooked when considering Logistics. A sampling of these costs to Vivify include:

- ✓ **FTEs to manage communications, ordering, returns, inventory, shipping, facilities, reprocessing, infectious materials, testing, battery replacements, support and more.**
- ✓ **Physical facilities within appropriate distance to delivery locations, including considerations for insurance, liabilities, security, infectious materials, loading dock, HVAC and more.**
- ✓ **Supply chain management, including consideration for discontinued devices, backorders, shipping delays, inventory losses, compatibility, etc.**
- ✓ **FTEs to manage communications, ordering, returns, inventory, shipping, facilities, reprocessing, infectious materials, testing, battery replacements, support and more.**
- ✓ **Reprocessing supplies, including replacement batteries for all devices, Kit boxes, shipping boxes, packaging materials, numerous printed materials and many more.**

### Lost and Damaged Equipment

Managing equipment that is rapidly cycled into patient's home is very complex and the occasional loss and damage occurs. Vivify Logistics takes on the work effort managing returns, receiving/unpacking, re-kitting with replaced devices, repackaging entire Kit and associated inventory management. This is no small effort that involves third parties, vendors, accounting department, logistics and support teams.

### Shipping Costs

One of the most expensive components of Logistics Services is shipping costs and associated labor. Moving equipment frequently between your facilities, logistics facilities and patients' homes adds up very quickly. Also, overnight shipping is occasionally needed to increase patient adherence and satisfaction, further increasing costs. The many human activities required for management of these tasks are quite time consuming, especially when patients are not responding to your calls. Vivify Logistics incorporates all the shipping and associated labor costs, greatly reducing the burden on your Clinical teams.