

Service partnership enables nationwide growth for vaccine refrigeration startup.

Client profile

TruMed® Systems, Inc.

truMEDsystems.com

- Rapidly growing medical technology company founded in 2012
- AccuVax® Vaccine Management System comes with remote monitoring and 24x7x365 support
- Customers are individual clinics, major health systems and public healthcare facilities across North America



Overview

AccuVax® from TruMed® Systems, Inc. provides smart storage and inventory management systems for vaccines in thousands of medical facilities across North America. Pitney Bowes® field service technicians support each location with site survey, installation, break-fix service and ongoing maintenance. The partnership between the organizations has enabled TruMed to continue providing excellent customer service even as its business grows rapidly.

Business challenge

AccuVax is a purpose-built, all-in-one vaccine management system for healthcare providers ranging from small pediatrics practices to major urban hospitals. The system safeguards vaccine integrity with guaranteed temperature control. AccuVax also dispenses the correct dose to the correct patient with its patent workflow and robotics for authorized users, and generates compliance reports on temperature logs and inventory levels.

"The status quo is a standard refrigerator with temperature monitoring," explains Lexie Kennedy, Logistics and Field Service Manager for TruMed. "Nurses manually manage the inventory. The AccuVax workflow automation saves staff time and eliminates vaccine waste."

As San Diego-based TruMed readied the AccuVax for launch, management planned for nationwide growth. "Hiring technicians across the country would have been challenging for us as a startup," Kennedy says. "It made a lot more sense to partner with a service provider that could act as an extension of TruMed in the installation and maintenance of AccuVax solutions."

"Our in-person service is a key benefit of buying an AccuVax, and Pitney Bowes enables us to leverage that messaging to our customers. Our partnership with Pitney Bowes has been an important factor in helping us grow so rapidly."

— Lexie Kennedy, Logistics and Field Service Manager, TruMed Systems, Inc.

Services used

- Pitney Bowes® Service Delivery
Innovation Field Service Delivery

“Our customers are critical to public health, and we must provide top quality response and support when needed. That is why we are so appreciative of the level of service Pitney Bowes provides.”

— Ryan Quigley, VP of Marketing,
TruMed Systems, Inc.

Solution

TruMed® evaluated several prospective partners. Pitney Bowes® has 1,600 technicians across the U.S., which was appealing. In addition, “Pitney Bowes has a stellar reputation for supporting both medical equipment and electronics,” Kennedy says. “Their technicians have HIPAA [Health Insurance Portability and Accountability Act] training and understand the nuances of working in a medical setting.”

Now, when TruMed sells an AccuVax®, a Pitney Bowes field service technician conducts a site survey to determine the best location for the system and confirm there are no issues with egress, power or network connectivity. Once the AccuVax is delivered, the technician returns to unbox the unit, set it up and run tests to ensure it is working properly.

Pitney Bowes technicians also handle ongoing maintenance and break-fix service on each installed AccuVax. Kennedy reports that technicians consistently arrive within their six-business-hour service level agreement (SLA), even in remote areas. TruMed and Pitney Bowes jointly developed training videos explaining how to install and service the systems, for use by Pitney Bowes field service technicians. When TruMed makes a sale in a new area, the local technicians are ready to go within 30 days.

Benefits

Kennedy sees the business relationship between TruMed and Pitney Bowes as a true partnership. “We work together to service the clinics that are installing AccuVax,” she says. “As the logistics and field service manager, I know when I schedule an install that it will get done. I can check that off my list and move on to the next 50 tasks without having to worry or follow up.”

“Working with Pitney Bowes, with their long reputation for customer service, enhances the TruMed brand,” Kennedy adds. “We have hundreds of AccuVax systems installed everywhere from Florida to Alaska, and some are in fairly remote locations. Our in-person service is a key benefit of buying an AccuVax, and Pitney Bowes enables us to leverage that messaging to our customers. Our partnership with Pitney Bowes has been an important factor in helping us grow so rapidly.”

Ryan Quigley, VP of Marketing for TruMed, concludes: “Our customers are critical to public health, and we must provide top quality response and support when needed. That is why we are so appreciative of the level of service Pitney Bowes provides.”



For more information,
visit us online:
pitneybowes.com/us



Pitney Bowes and the Corporate logo are trademarks of Pitney Bowes Inc. or a subsidiary. AccuVax and TruMed are trademarks of TruMed Systems. All other trademarks are the property of their respective owners.

© 2021 Pitney Bowes Inc. All rights reserved.



22SENDTECH00157_US