



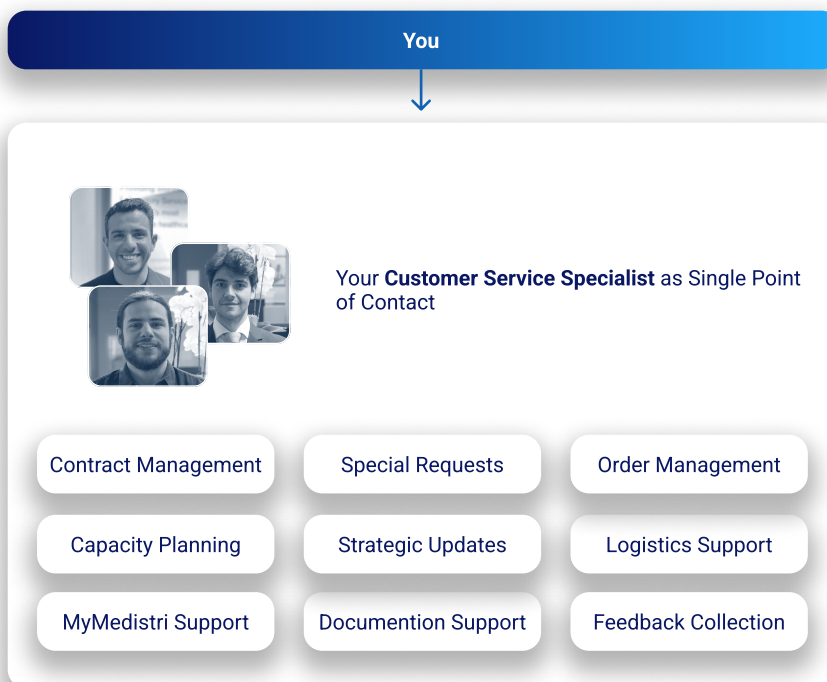
Providing Sterilization & Laboratory Services
for the world's most innovative healthcare
companies.

Your Customer Success Specialist

A Single Point Of Contact

At Medistri, we understand that the foundation of a successful partnership lies in clear communication, seamless processes, and proactive service. As part of our commitment to excellence, we offer a dedicated Customer Success Specialist for each of our clients. This role is integral to ensuring that your experience with Medistri is as efficient and effective as possible.

Your Customer Success Specialist service is available to clients operating across multiple sites, ensuring that our comprehensive support and coordination extend to all your locations. Whether your operations span several facilities or different geographic regions, your Customer Success Specialist will manage and synchronize our services to meet the specific needs of each site, providing a consistent and unified approach to all your operations.



Direct Communication Channels:

To ensure that all our customers receive tailored and immediate support, Medistri provides communication channels that directly connect you with your dedicated Customer Success Specialist:

- **Routine Sterilization and Laboratory Services:** Whether in Switzerland or Hungary, Customers utilizing our routine sterilization services, including laboratory services should contact their Customer Success Specialist via customerservice@medistri.com.
- **Laboratory-Only Services:** Whether in Switzerland or Hungary, customers who use only our laboratory services can reach their dedicated Customer Success Specialist directly at lab@medistri.com.

Your Customer Success Specialist:

- ✓ **Managing the transition from validation to routine** processes, ensuring a seamless start to our ongoing operations.
- ✓ **Managing your Orders and Lead Times:** Overseeing your order entries and timelines to prevent delays and streamline your supply chain.
- ✓ **MyMedistri Support:** Offering hands-on support for the MyMedistri platform, from initial setup and daily usage to troubleshooting any issues.
- ✓ **Capacity Planning:** Proactively managing your sterilization needs and reservations to ensure availability matches your production schedules.
- ✓ **Documentation and Compliance Oversight:** Ensuring all necessary documents are accurate and delivered on time, maintaining compliance.
- ✓ **Internal Coordination:** Facilitating interactions across Medistri departments, ensuring that all aspects of your projects are aligned and supported.
- ✓ **Strategic Reviews:** Conducting detailed reviews twice a year to assess service effectiveness and plan for future needs, helping us adapt to your evolving requirements.
- ✓ **Contact Management:** Maintaining an updated internal database of all relevant contacts for your account to enhance communication efficiency.
- ✓ **Managing Special Orders:** Handling unique requests, damages, lab sampling requirements and custom orders to meet your specific operational requirements.
- ✓ **Providing Insights on our Process:** Sharing detailed and transparent information about our processes to help you understand how we operate and how it impacts your products.
- ✓ **Representing Your Company** Inside of Medistri: Acting as your advocate, ensuring that your business needs and perspectives are considered in all relevant internal discussions, from the reception of your orders to certificates and invoicing processes.



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The New Stack of Fully Integrated Services.

Laboratory Infrastructure

Chemistry

Biocompatibility & Toxicology

Sterility Assurance

Extractables & Leachables

Manufacturing Infrastructure

Product Assembly

Custom Packaging Solutions

Quality Control & CE Marking

Labelling & Distribution

Sterilisation Infrastructure

Steam Sterilization

EO Sterilization

Validation Infrastructure

Sterilization Validation

Cleaning Validation

Process Validation

Disinfection Validation

Packaging Validation

Transport Simulation

Sterile Barrier Integrity Testing

Medistri is continually innovating its **in-house** range of services. We're expanding our infrastructure to offer a completely integrated stack of services for healthcare companies. Organizations of every size — from startups to large enterprises use our suit of services to start, grow & optimize their business.

Within our site located at the heart of Switzerland, Medistri **combines all its technical infrastructure together** and places quality at the heart of its day-to-day operations. Allowing you to simplify your supply chain management, focus on growth & maintain excellence.



Swissmedic
& FDA Registered