



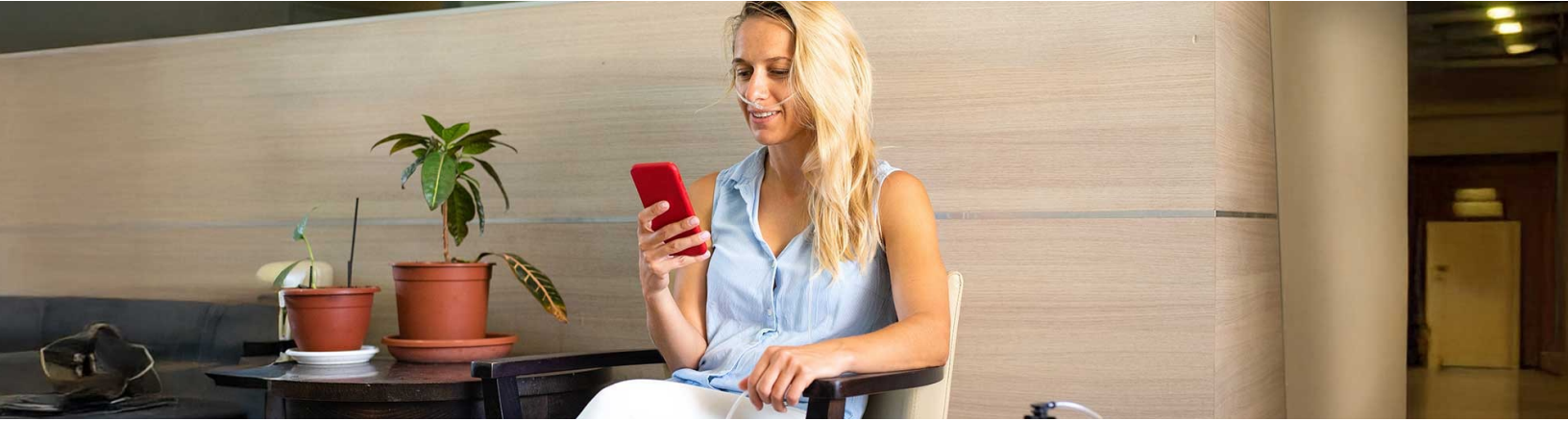
## Case Study

**Help client reduce expenses by providing trained live agents to assist patients with product support for respiratory machines**

**Industry:** Healthcare

**Client:** A leading global medical technology company offering innovative products for use in the homecare setting

**Timeframe:** 2017-present



### The Client

The client is a pioneering leader in the durable medical equipment space, specializing in innovative respiratory products. Their state-of-the-art portable oxygen concentrators have revolutionized the way patients manage their respiratory conditions, offering mobility and freedom without compromising on the essential care they need.



### The Challenges

The client enlisted AnswerNet after facing challenges with other vendors who failed to provide effective remote support for machines not requiring replacement, which incurred unnecessary costs.

- AnswerNet continues to provide live agent product support and emergency parts/product replacement for these critical breathing devices. If a machine experiences failure, they call our hotline for immediate assistance.
- Our skilled agents perform a series of troubleshooting and diagnostic steps to repair parts connections, reset machine settings and more. If a machine cannot be repaired, we follow a procedure to have a door-to-door courier service overnight a replacement device to the patient.



### The Solution

Together with the client, we developed comprehensive support training for all machine models and established step-by-step processes.

AnswerNet continues to provide support and emergency parts/product replacement for these critical breathing devices. If a machine experiences failure, they call our hotline. In 2024 alone, we handled 25,780 calls from customers.



### The Result

Our support not only safeguards the client's brand and budget by preventing unnecessary replacements, it also ensures the well-being of patients who rely on these critical devices. By delivering prompt and effective support, we help maintain the client's reputation for reliability and care, directly impacting the quality of life for their customers.

# Nearly 26,000

Calls handled in 2024, providing live agent support for customers

For more information, call, text or visit us online.

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