



Stratix Helps HRS Dramatically Improve Logistics and Save Money

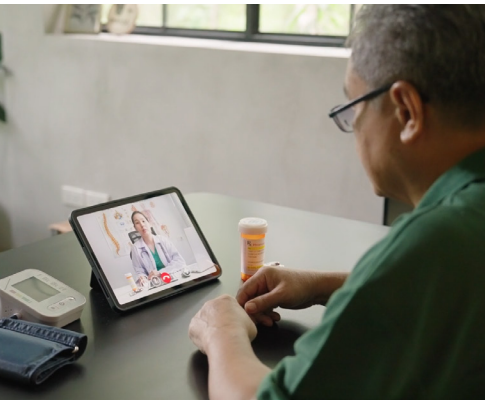
Health Recovery Solutions (HRS) is an award-winning pioneer in remote patient monitoring (RPM) and telehealth solutions. The company partners with healthcare providers across the country to improve patient outcomes and reduce hospital readmissions by giving patients connected kits that track vital signs and enable direct communication with care teams.

Today, HRS actively monitors tens of thousands of patients nationwide—making it a leader in transforming healthcare at home.

The Challenge

As HRS expanded rapidly, so did the complexity of managing its nationwide RPM program. With 30,000+ patient kits in active use and 400-600 new deployments/returns every day, the company faced mounting logistical and operational hurdles that strained its internal resources.

HRS originally managed these operations in-house—handling warehousing, kitting, device configuration, and returns on its own. But as patient demand grew, this approach became increasingly unsustainable.



“ The ability to monitor patient biometrics, ask symptom-based questions, and even conduct video chats remotely has been a game changer for care teams and their patients, ”

- Rohan Udeshi, Chief Operating Officer and Co-Founder, HRS.

Key Scaling Constraints:

- **Crushing Scale:** Thousands of RPM kits had to be shipped, tracked, and maintained to ensure patients always have the equipment they need, and that it works as expected
- **Bottlenecks and Breakdowns:** Internal processes struggled to keep up with rising order volumes, leading to shipment delays and fulfillment errors
- **Blind Spots Everywhere:** Without an automated platform, it was difficult to track device locations, returns, and inventory status across the entire program
- **Bleeding Costs:** Maintaining a warehouse, staffing kitting operations, and managing inventory drove expenses higher—even as service expectations increased.
- **Patient Care at Risk:** Late shipments, incorrect kits, and device downtime risked patient care quality and provider satisfaction.

The Results

By partnering with Stratix, HRS transformed its logistics operations, improved patient kit accuracy, and scaled its remote patient monitoring program with greater efficiency and cost savings.

Moving to Stratix saved 12% in operational costs and delivered improved SLAs and overall better experience:

The Stratix Solution

To help HRS deliver a seamless RPM experience to patients, Stratix deployed its Healthcare Services Mobile Integration Center (MIC)—a dedicated operation built to manage patient-directed logistics at scale.

Kitting and Logistics – Accuracy at Scale

- Stratix assembles and ships fully configured kits directly to patients, including tablets, chargers, medical peripherals (e.g., blood pressure cuffs, glucometers, scales), and user instructions
- Ensures kits are patient-ready upon delivery, minimizing setup issues and delays

Lifecycle Management – Sustainable Redeployment

- Stratix receives equipment back from patients when they're finished with it and then inspects, refurbishes, and cleans it, ready for redeployment

Real-Time Visibility – Complete Control

- itrac36™ platform gives HRS full transparency into order status, kit inventory, and device lifecycle events—reducing errors and improving operational efficiency

Key Metric	Before Stratix	After Stratix	Impact
On-Time Shipment Rate	~92%	99%	Faster patient onboarding
Right-At-Customer Accuracy (kits fully correct)	Low 90%	99%	Near-perfect fulfillment accuracy
Operational Visibility	Limited	100% of device & kit components visible in itrac360 portal	Better device & spare pool management
Scalability	Constrained	30,000+ devices supported; daily volumes 400-600 devices	Handles daily spikes & troughs without missing SLAs & enables continued rapid growth

By outsourcing device lifecycle management and logistics to Stratix, HRS gained the ability to scale faster, improve accuracy, and deliver a better patient experience—all while reducing costs and increasing operational efficiency.

With Stratix managing the complexities of fulfillment, inventory, and device tracking, HRS can focus on what it does best: delivering innovative, patient-centered care.