

Experience is everything

Your success depends on so much more than an audiogram, doesn't it? Many of our customers find that the best way to nurture client loyalty and stay competitive in today's evolving consumer landscape is to deliver a more personal hearing care experience:

80% of consumers are more likely to make a purchase when offered experiences that are personalised to them¹

But how do you tailor a uniquely personalised experience for each and every client? That's where Unitron can help. We're here to equip you with amazing hearing solutions designed to make it easy to love the experience.

91%

of our customers confirm that Unitron gives them the right tools to deliver the best hearing experience

83%

of our customers confirm that Unitron provides technology and tools that enable collaborative counselling with the client



What are Experience Tech Tools?

Our exclusive suite of tech tools is designed to maximise the experience for an enhanced outcome for all. Our intuitive Unitron TrueFit™ fitting software and user-friendly Remote Plus app facilitate the seamless integration of innovative technologies and features into your world and your clients'.



Benefits for you:

- Opens opportunities to dedicate more time to counselling, support and building relationships with your clients.
- Contributes greater client satisfaction that can encourage repeat business.
- Empowers your care with distinctive touchpoints that can foster a unique competitive advantage.



Benefits for your clients:

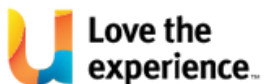
- Offers valuable data-driven insights to support your counselling.
- Helps them navigate their choices to make informed decisions.
- Provides personalised and convenient support outside of the clinic.

Experience Tech Tools

Our Experience Tech Tools make it easy for you to support and care for your clients throughout their entire hearing journey – from the very first fitting to future technology upgrades and every step in between.



Ready to love the experience? Contact Unitron to learn more or visit www.unitronvivante.com



Unitron makes life vibrant with amazing hearing solutions designed to make the experience easy. Because everyone deserves to Love the experience.™



FLEX:TRIAL™



Allow your clients to experience amplification outside the clinic and in the real world where they live, work and play.



Take the sales pressure out of the appointment while still gaining a commitment



Deliver a personalised and risk-free start

You experience:

- The flexibility to recommend different technology levels using Unitron's unique open platform.
- The ability to set a specific time for the duration of the trial period.
- The opportunity to offer a unique trial experience without keeping a large inventory on hand.
- The confidence that your counseling is backed by real-world data when used in combination with Log It All to track the listening environments clients spend time in during their trial.
- The ability to use FLEX:TRIAL as an efficient repair bridge solution.

Clients experience:

- An extension of the hearing test with a real world assessment to explore the benefits of amplification prior to purchase with no risk or obligation.
- The ability to try your recommended technology level in their everyday life.
- Increased involvement in decision making.
- Clearer expectations for increased satisfaction and less buyers remorse.

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First Fit

Our First Fit workflow enables you to fit your clients in as few as four clicks while facilitating easier adaptation for new hearing instrument wearers.



Spend less time in the software and more time with your clients



Start the hearing journey with a positive experience

You experience:

- A quick, easy starting point for your fitting with the option for additional fine-tuning.
- The opportunity to make a great first impression, helping your new clients transition more easily to amplification.
- The flexibility to easily configure the automatic adaptation manager for new wearers, or to start experienced wearers at full target.
- The freedom to dedicate more time to counselling, support and building relationships with your clients.

Clients experience:

- A comfortable starting point they can feel confident about, and an easy transition for integrating hearing instruments into their lifestyle.
- Satisfaction with the sound quality at their first fitting.
- More time in the appointment to focus on the counselling and support that is most important to them.

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Log It All

Log It All captures real-life data enabling you to give more personalised recommendations to your clients based on their real-world listening lifestyle.



Use quantitative data about listening lifestyles to support your recommendations



Clearly demonstrate the benefits of technology levels

You experience:

- An opportunity to get to know your client faster.
- Less stress about making technology recommendations thanks to evidence based data.
- The opportunity to increase revenue from selling higher technology levels.
- Easier troubleshooting of performance concerns when you can see where clients are spending their time.
- The advantage of providing an enhanced experience when combined with FLEX:TRIAL™ or FLEX:UPGRADE™

Clients experience:

- An objective breakdown of the listening environments they spend time in.
- A more personalised recommendation based on their unique listening lifestyles.
- More realistic expectations about their journey through greater involvement in the process and more informed decision making.
- Confidence in your ability to troubleshoot performance quickly.



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Ratings

Ratings allows your clients to provide in-the-moment feedback through the Remote Plus app, while capturing hearing instrument settings to help make your counseling more efficient and personalised.



Stay connected to real-world client experiences



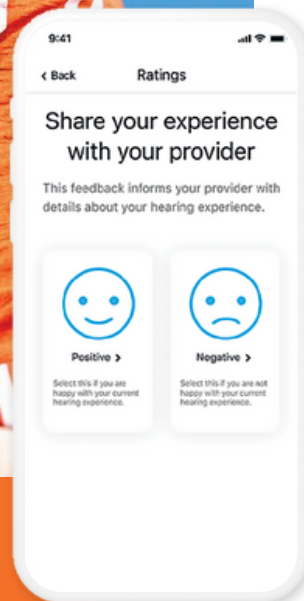
Work together towards a personalised hearing experience

You experience:

- More accurate client input that doesn't depend on recall.
- The ability to provide more accurate responses to specific problems in a timely way.
- The potential for fewer follow-up calls, saving you time.

Clients experience:

- Less pressure and frustration to recall experiences week later at follow up appointments.
- A quick and easy-to-use interface in Remote Plus App
- In the moment support to resolve some issues based on suggestions generated by the Unitron TrueFit fitting software.



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Coach

Coach helps your clients integrate hearing instruments into their lives with personalised, timely and helpful tips, reminders and advice



Enhance your in-clinic counseling with everyday, at-home support



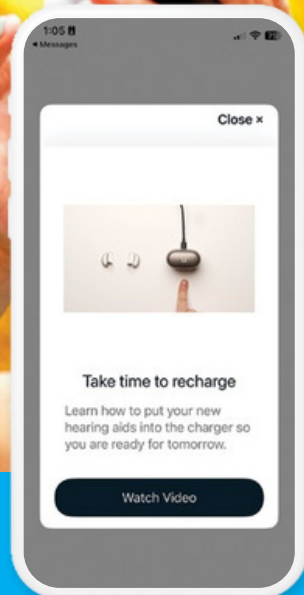
Help new wearers in their daily transition to hearing instruments

You experience:

- A way to provide easy, automatic support beyond the clinic - simply activate insights and Coach will send notifications directly to their smartphone via the Remote Plus App.
- The potential for fewer follow up calls, saving you time.
- The opportunity to provide a unique and memorable experience for new clients.
- The freedom to prioritise what matters most during the appointment with Coach offering invaluable support for managing finer details.

Clients experience:

- Personalised support delivered to their smartphone automatically, when they need it.
- Peace of mind and satisfaction knowing they have assistance in managing the day to day use and maintenance of their hearing instruments.
- Less pressure to remember everything they learned in their fittings appointment.



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Remote Adjust

With Remote Adjust, you can make fine-tuning adjustments and deliver professional care that's convenient for you and your clients, no matter where they are.



Provide personalised care with fewer appointments



Meet their expectations without meeting in person

You experience:

- The ability to make adjustments for each program and listening environment you have already enabled on the hearing instruments.
- An easy process that doesn't require you to virtually connect or sync with your client - you make changes in Unitron TrueFit™ fitting software when it's convenient for you, and they apply the adjustment using the Remote Plus App when it's convenient for them.
- The efficiency and convenience of remotely servicing clients who need minor adjustments.
- An opportunity to free up appointment slots.

Clients experience:

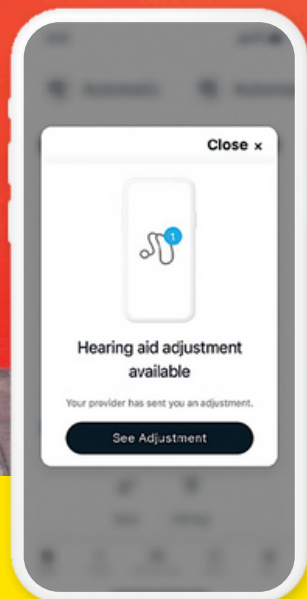
- The convenience of receiving program adjustments without leaving home, overcoming barriers of distance, accessibility, schedules and health concerns.
- The flexibility to apply your adjustment when it's convenient for them.
- Reassurance they can revert back to previous settings if changes don't meet their needs.

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Success Check



Success Check allows you to view your client's usage data, Log It All score, Ratings and more. Receive alerts to successes or barriers without the need to connect hearing instruments to fitting software.



Conveniently access valuable insights about the client experience

You experience:

- The advantage of staying informed about your client's hearing journey which helps with preparation for a follow-up appointment, or when responding to client concerns
- Optional email notifications if there is an issue that we might think needs your attention, like low wearing time or a low satisfaction score.
- More awareness of your client's need for support between appointments.
- Insight into your client's experience helping you know what to expect at their next appointment.



Provide a higher standard of care

Clients experience:

- An automatic way to communicate their lifestyle and listening habits to their hearing care professional.
- Proactive care and peace of mind.
- Knowing they are fully supported in their hearing journey.
- The convenience of receiving support without a visit to the clinic - especially when used with remote adjust.

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FLEX:UPGRADE™



FLEX:UPGRADE™ is the only globally offered solution that allows you to easily upgrade your client's current hearing instruments to a higher technology level.



Keep clients coming back, and extend your care well into the future



Instill confidence with a solution that grows with your clients

You experience:

- An approach to increase your closing rate by addressing clients' initial cost sensitivities with a technology level they find comfortable and affordable today, and the option to upgrade in the future.
- New possibilities for incremental revenue by offering a trial of a higher technology level.
- An easy upgrade process performed in TrueFit fitting software with no need to swap hearing instruments thanks to Unitron's open platform.
- A means to differentiate your clinic.

Clients experience:

- Reassurance they can start with an affordable technology level and increase at a later date.
- Peace of mind that their future needs can be met if their lifestyle or hearing changes.
- The opportunity to try a higher technology level with no obligation or upfront cost.

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