

Experience Innovations

At Unitron, we're inspired by the consumer and their journey, and we know you need more than just great products to deliver a differentiated experience to your clients.

Unitron wants to support you by providing easy, efficient and stand-out tools you can use at the various stages of your client's journey.

Experience Innovations tools enhance the care you're providing while saving you time and leaving a lasting impression on your clients.

Performance tracking

Three innovations make up performance tracking; FLEX:TRIAL™, Log It All and Ratings



FLEX: TRIAL™

Let clients test their new hearing experience outside of the clinic and in the real world where they live, work, and play



Log It All

Captures critical real-time data to give you the ability to explain recommendations to clients more clearly based on their real-world listening lifestyle



Ratings

In-the-moment impressions that don't depend on recall give clients peace of mind knowing you can address issues quickly and seamlessly

Continuous care

Three innovations make up continuous care; Remote Adjust, Coach & FLEX:UPGRADE™



Remote Adjust

Make fine-tuning adjustments remotely that are sent to your client via the Remote Plus app.



Coach

Extends care beyond the in-person consultation and right to clients' smartphones through the Remote Plus app, with personalized tips and advice on your behalf



FLEX:UPGRADE™

Use Unitron TrueFit™ fitting software to upgrade when client needs evolve without swapping hearing instruments

FLEX:TRIAL™

FLEX:TRIAL™ extends the hearing test with a real-world assessment that allows your clients to try hearing instruments right away, in the places they live, work and play. It also provides an efficient bridge solution for existing wearers who require a repair to their current hearing instruments.

Focus on care, not the sale

We believe you'll have greater long-term success with your clients when you're free to focus on providing the very best care, instead of making a sale. FLEX:TRIAL™ takes the pressure out of the appointment to help your clients feel more empowered in their decision-making, giving them the opportunity to experience the benefits of your recommended hearing solution firsthand before making a financial commitment.

A performance tracking feature for optimisation and personalisation from the very first fit:

- Clients instantly experience the benefits of amplification prior to purchase with no risk or obligation
- Clients know what to expect from their hearing solutions, making them less likely to return them
- You are empowered to offer a unique trial experience without keeping a large inventory on-hand
- Your counselling is enhanced when you combine FLEX:TRIAL™ and Log It All to track the listening environments clients spend time in during their trial

You experience:

- Decreased return rates
- On the day fittings
- The flexibility to recommend different technology levels using our open platform
- The ability to set a specific time for the duration of the trial period

Clients experience:

- No risk of buyer's remorse
- On the day fitting
- Increased satisfaction and peace of mind with their purchase
- The ability to try your recommended technology level in their everyday lives

Contact Unitron to request your FLEX:TRIAL™ devices

Email: nzorders@unitron.com

Phone: 0800 864 8766

Website: www.unitronvivante.com



Log It All

Log It All accurately logs data on listening environments, complexity and directions and compares that data to the capabilities of each Unitron technology level - in easy to understand graphics.

This real world data helps you and your clients understand their listening needs and lifestyle so you can support them in making informed decisions about their hearing care.

Greater trust and credibility with clients

It takes time to get to know your clients well enough to provide a truly personalised hearing experience that meets their individual needs.

Log It All can accelerate the process by giving you a clear picture of their specific listening lifestyle and equipping you for an evidence based conversation.

Clients feel more confident because they can see for themselves the situations in which they'll get the most out of their hearing solution.

A performance tracking feature for a more optimised and personalised hearing experience:

- You receive valuable data to inform your recommendations about which technology level is right for your client
- Tracking sound environment usage makes it easier to troubleshoot performance concerns
- When combined with FLEX:TRIAL™, Log It All gives clients an exceptional first-fit experience

Contact Unitron for more information on Log It All

Email: nzorders@unitron.com

Phone: 0800 864 8766

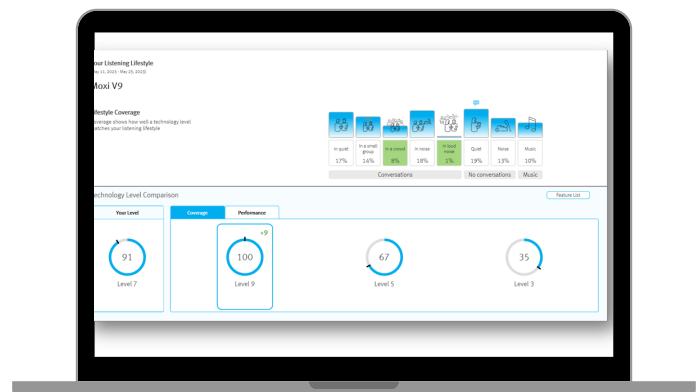
Website: www.unitronvivante.com

You experience:

- An opportunity to get to know your clients better and faster
- More confidence when making technology level recommendations thanks to evidence-based data
- Increased revenue from selling higher technology levels

Clients experience:

- An objective breakdown of the listening environments they spend time in
- A more personalised recommendation based on their unique listening lifestyles
- Confidence in your ability to troubleshoot performance issues quickly





Ratings

Ratings allows clients to submit their in-the-moment impressions describing their hearing experience quality. Behind-the-scenes, Unitron technology captures the context for each rating including settings and listening environment. Now you can counsel with greater efficiency and accuracy based on input from your clients recorded in real time

It's all about the client experience

Staying connected to real-world client experiences can help you and your clients work together towards the most personalised hearing solution possible. The best feedback is captured immediately, not weeks later. Ratings from Unitron makes it easy for clients to share their impressions any time

A performance tracking feature to deliver a more individualised hearing care experience:

- Empowers you to provide a high level of service to clients
- TrueFit™ fitting software helps generate suggestions to resolve issues based on feedback
- Easy for clients to use with the intuitive Remote Plus app*

Contact Unitron for more information on Ratings

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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
- Time-savings from potential follow-up appointments

Clients experience:

- Freedom to rate their hearing performance anywhere
- Less pressure and frustration to recall experiences weeks later at follow-up appointments
- Peace of mind knowing that you can quickly address issues



Download the Unitron Remote Plus App today!



*Unitron hearing aids with Bluetooth connectivity are required for use of the Remote Plus app. iOS 12 or Android 7 required (August 2023).

FLEX:UPGRADE™

FLEX:UPGRADE™ empowers you and your clients to easily upgrade their hearing solution to a higher technology level as needs evolve. There's no need to purchase new hearing instruments, and clients only pay the difference between their new and current technology levels.



Clients keep coming back

How do you address client needs and concerns today, while extending your relationship and care well into the future? FLEX:UPGRADE™ can help you overcome clients' initial cost sensitivities by starting them with a technology level they feel is comfortable and affordable. As they experience the benefits of improved hearing and their needs evolve, you can offer them a free trial of a higher technology level at any time.

A continuous care feature that ensures clients always get the most from their hearing experience, way beyond their first fit:

- Upgradeable technology made possible by Unitron's open platform
- A unique offering only from Unitron
- No need to swap hearing instruments; upgrades are performed in TrueFit™ fitting software
- Clients have the opportunity to try a higher technology level with no obligation or upfront cost

Contact Unitron for more information on FLEX:UPGRADE™

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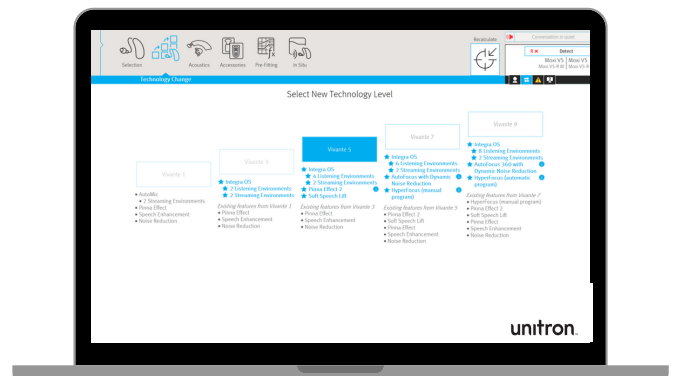


You experience:

- New possibilities for incremental revenue
- Increased closing rate thanks to a "safety net" offering
- A compelling differentiator for 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 hearing changes significantly
- The opportunity to leverage third party insurance to pay for hearing instruments at the base technology level while they pay for an upgrade to their desired level



Coach



Coach is here to back you up by providing everyday support to your in-clinic counseling. Clients receive personalised tips and information about what they can expect from their hearing instruments, all delivered straight to their smartphones with easy to understand content and videos.

Send them home with support

Your clients receive a lot of new information in one appointment – it can be overwhelming and difficult to remember. So how can you make the in-clinic experience more comfortable while ensuring they have the support they need when they walk out the door? You can't be there for them 24/7, but Coach can. Now your clients can receive timely, helpful tips, advice and reminders that extend and reinforce your counselling.

A continuous care feature providing ongoing support, instructions and encouragement beyond the clinic:

- Designed specifically to help new clients transition to their hearing instruments
- Easy, automatic support – you simply turn it on in Unitron's TrueFit™ fitting software, and clients receive help directly to their smartphone through the Remote Plus app*

Contact Unitron for more information on Coach

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You experience:

- Time-savings and fewer follow-up calls
- The opportunity to provide a unique and memorable experience for new clients



Clients experience:

- Peace of mind and satisfaction knowing they have assistance in managing the day-to-day needs and maintenance of their hearing instruments
- Less pressure to remember everything they learned in their fitting appointment

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Remote Adjust

Remote Adjust gives you the ability to make frequency response and adaptive feature changes in TrueFit™ fitting software and remotely send the changes along with a personalised message to your clients through the Remote Plus app*



Meet expectations without meeting in-person

Barriers such as distance, accessibility, schedules and health concerns no longer stand in the way of providing professional care that's practical for both you and your clients. Now you can provide a comprehensive and convenient distance support solution that doesn't require them to leave home, or you to use up an appointment slot.

A continuous care feature that's not confined to the in-clinic appointment:

- Changes are applied remotely without the client physically present in the clinic
- Adjustments can be made to the following parameters in any automatic, manual or optional app program: gain offset, microphone mode, dynamic noise reduction, speech enhancement, noise reduction, AntiShock 2, phase canceller, and wind control
- No need to virtually connect or sync with the client – you submit the changes, and they can apply them at any time

Contact Unitron for more information on Remote Adjust

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You experience:

- The ability to service clients that need minor adjustments quickly and efficiently
- An opportunity to free up appointment slots



Clients experience:

- Convenience of receiving program adjustments without leaving home
- Reassurance they can revert back to previous settings if changes don't meet their needs

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Unitron is a hearing solution company that believes people should feel really good about the entire hearing care experience, start to finish. Our ingenious products, technologies, services and programs offer a level of personalisation you can't get anywhere else. Get ready to Love the Experience.

unitron.com/nz

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A Sonova brand

