

## VRI & Numera - Scaling to Opportunity

### EXECUTIVE SUMMARY

VRI and Numera from Nortek Security & Control collaborated to address the personal safety & proactive health monitoring needs of the rapidly growing market of active seniors.

Implementing the Numera Libris mPERS with advanced fall detection solution enabled easy integration of systems, fitting well into existing VRI processes and platforms, which improved accuracy and reliability of emergency response services. This solution now enables VRI and Care Partners to meet the needs of the growing active senior market.

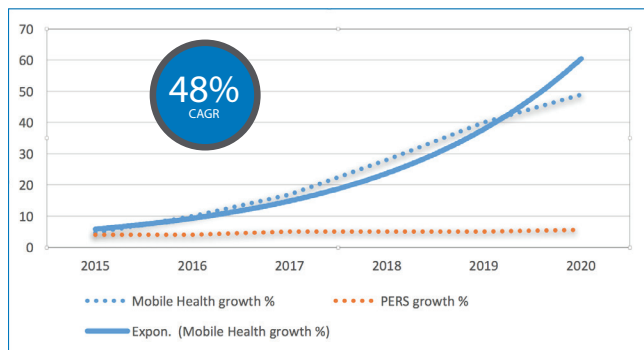


Discover how Numera Libris for advanced mobile personal safety (mPERS) helped monitoring solutions company, VRI, drive product strategy changes and led to a 3,000% user increase of more than 20,000 subscribers in less than a year!

### BACKGROUND

For more than 25 years, VRI has been helping clients live safer, more confident and more independent lives. VRI provides emergency response, fall detection, activity monitoring, medication management, vitals monitoring and care traffic control for over 100,000 clients in all 50 states. VRI's approach to remote patient monitoring is focused on improving outcomes and reducing healthcare-related events. A single call connects their clients with the Care Center— people that are 100% committed to obtaining the assistance they need in any situation, from emergencies to the everyday events.

### MARKET DYNAMICS



In addition to the significant impact from a growing senior population, the market dynamics clearly show that customer needs are shifting from reactive home-based emergency response services to mobile, proactive and predictive wellness solutions.

VRI continuously seeks out innovative and reliable solutions to serve their customers' evolving needs.

## CHALLENGES

- Improve patient monitoring solutions for a broader audience, including active seniors, offering compelling and dependable personal safety solutions.
- Address the desire for an aesthetically pleasing device.
- Integrate the solution quickly and without additional investments into existing processes and systems.
- Enable Care Partners to easily adopt the solution.

“We’re looking to provide this unified solution not just to facilitate advanced mPERS services. We’re looking to produce reliable, accurate information for proactive and social health & wellness decision-making and real-time action. The aesthetically-pleasing design is also a great value add for our end-users”

—Tim Smokoff, Group VP, Health and Wellness  
Nortek Security & Control

## THE SOLUTION

VRI’s quest for a user-friendly solution required a breadth of key features, including fall detection, simple integration, and attractive design at a reasonable cost. VRI selected Numera Libris based on three key factors: dependability, accuracy, and the potential for continued innovation with Numera.

“We are committed to growth through strong partnerships and innovation, and the relationship with the Numera team provides a great opportunity to build next generation solutions to serve the needs of patients, providers and health plans”

—Chris Hendriksen, CEO of VRI

## RESULTS, RETURN ON INVESTMENT AND FUTURE PLANS

VRI and the Nortek’s Numera team worked together to assimilate the Numera Libris without disruption. The Numera team is continuously improving its integration expertise by applying industry best practices to each new partner.

“Based on our experience, the Numera Libris is a great solution for individuals that are mobile and benefit from proactive features like fall detection and notifications. The integration process was fast and allowed for a quick ramp-up in our monitoring center,” said Tasha Edwards-Stenger, Care Center Manager.

The results have been exceptional. In less than a year, VRI grew its mPERS member base by over 3,000% to more than 20,000 subscribers, and has demonstrated significant ROI to its partners – with improved outcomes, lower costs and increased customer satisfaction.

