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The End-to-End Customer Journey On-Demand Webinar: How TraceLink Supports its Customers' Success

For over 11 years, we have learned together, shared together, and most importantly, grown together. On our collective journey to implement industry-wide track-and-trace and serialization requirements, we have pioneered new paths and overcome many barriers that have challenged the possibility of realizing the ultimate goal of enhanced product security and patient safety.

As we continue to invest in new global track-and-trace mandates moving forward, we also begin to execute on an enormous set of value-based opportunities that have emerged as a result of the end-to-end digital supply chain we now exist within together. To achieve these multiple objectives, TraceLink is continuously evolving and improving the overall customer experience and putting programs in place to help customers measure and realize the long-term value created by their solution investments.

In this on-demand webinar, TraceLink's Kate Hare, VP of Customer Success, and Paul Cianciolo, Chief Operating Officer, provide a glimpse into how TraceLink is mobilizing and investing in its internal teams and programs to ensure that customers are set up for success and are gaining the most value out of their solutions.

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Let us walk you through the investments we're making to create a prescriptive journey as a TraceLink customer, from the initial solution discovery process through implementation and out to continuous value realization, where you can:

- Understand how TraceLink collects customer feedback to help inform and mature our solutions to benefit all customers;
- Visualize how the TraceLink customer journey supports country mandate compliance through continuous value realization;
- Discover how TraceLink seeks to develop new tools and scorecarding technology to better express the customer experience with solutions;
- See how TraceLink's prescriptive, customer-first approach improves the experience across every touch point of the solution engagement; and,
- Get an early view of TraceLink's value-based approach to customer success with the end-to-end customer journey for TraceLink solutions like Agile Process Teams and Serialized Product Intelligence.

What does success look like for TraceLink? Success is solving challenges together and constantly exceeding our customers' expectations—at every moment during our journey.

Register to watch this customer-only webinar and learn more today.

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