



Providing Sterilization & Laboratory Services for the world's most innovative healthcare companies.

From the Blog

Introducing your Medistri Customer Success Specialist

July 28th 2025

Standard for All Routine Service Customers, Starting Today.

At Medistri, we believe operational excellence starts with transparency, efficiency, clarity, and a deep understanding of your needs.

Starting Q2 2025, all our customers using Medistri's routine services will be supported by a dedicated Customer Success Specialist.

This new role is now a core part of our service model — giving every routine customer a single point of contact responsible for aligning our internal teams with your goals.

To support this, we're introducing a dedicated role across all routine service relationships.

A Structural Commitment to Your Success

Your Customer Success Specialist is your primary representative inside Medistri. Their role is to coordinate our internal teams around your operational requirements and to provide you with timely, consistent support across every touchpoint.

Medistri's services are engineered to meet the demanding standards in the pharmaceutical, biotechnology, and medical device sectors. But we know that technical performance alone isn't enough; operational clarity and partnership consistency are essential.

The Customer Success Specialist role was designed to:

- Replace fragmented communication with a centralized, informed point of contact
- Improve operational transparency by giving you greater visibility into timelines, priorities, and documentation workflows
- Accelerate coordination across sterilization, lab, packaging, and logistics activities
- Strengthen audit readiness through structured process management and proactive documentation
- Create continuity in how Medistri supports your teams, your timelines, and your goals

Your assigned specialist will manage requests, track progress, and escalate internally when needed, so you can focus on your production and quality objectives, not follow-ups.

A Partner Built Into the Process

For new customers, the specialist will be introduced during the onboarding phase.

To learn more about how we can support your operations, contact us at contact@medistri.com.

— The Medistri Team



A Single Point of Contact

- Ensuring timely issuance of your orders, certificates, reports, and technical documentation
- Supporting your team's use of MyMedistri, our digital operations platform
- Understanding your business, including your product portfolio, production forecasts, priorities and strategy
- Overseeing your routine operations across sterilization, laboratory testing, logistics and administrative coordination
- Proactively managing capacity planning based on your production and shipment cycles
- Coordinating cross-functional communication, including support for technical, quality, or regulatory inquiries
- Facilitating onboarding and transition, after your initial validation through defining your customer card to stable and recurring operations
- Leading analytics, to align performance with your evolving needs
- Management of special requests, including sampling, damage claims, and custom operational support.
- Transparency and education, offering clear explanations of our processes and workflows.

To make communication more effective, we've streamlined how you reach your specialist. Any request submitted to our service inboxes will be automatically routed to the Customer Success Specialist assigned to your account:

- customerservice@medistri.com — for routine sterilization with integrated laboratory service customers
- lab@medistri.com — for laboratory-only customers