



KALMS OPERATIONS
MEDICAL SUPPLY CHAIN SOLUTIONS



KALMS OPERATIONS
MEDICAL SUPPLY CHAIN SOLUTIONS

What we offer:



Logistics &
Warehousing



Customer Service
& Fulfillment



Clinical
Education



Event Support
& Roadshow
Management



Marketing
Management



KALMS OPERATIONS
MEDICAL SUPPLY CHAIN SOLUTIONS

Logistics & Warehousing



What we offer:

- Healthcare Logistics
- Warehousing
- LOT Management
- Shelf-Life Tracking
- Recall Management
- Complaint Handling
- Scheduled Reporting
- Replenishment of Consignment Stocks

Your Gateway to Europe

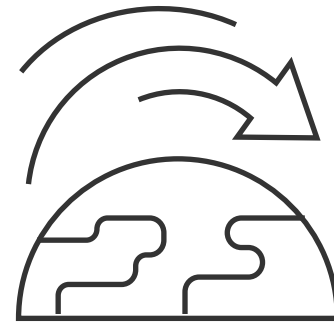
Are you planning to launch a clinical trial in Europe or is your first product (almost) ready to be commercialized?

Whether your European business is about to start or already established, a reliable partner is essential for your success; as well as to comply with regulations.

Kalms Operations offers professional healthcare logistics services that meet your requirements; from a single delivery to frequent shipments.

The services we offer are flexible and tailor-made for start-ups, small and mid-sized companies.

We'll support your growth in Europe!



Logistics & Warehousing

Our facilities are located in Berlin, Germany, where we can provide access to ISO 13485:2016 certified warehouses for medical device storage and logistics for your healthcare products.

Kalms Operations is your expert in healthcare logistics, warehousing, customer service and fulfillment in the medical device sector.

Our services, of course, include shipments into European countries that are not part of the EU, as well as other international destinations.



KALMS OPERATIONS
MEDICAL SUPPLY CHAIN SOLUTIONS

Let's talk:

Kalms Operations
Rheinstr. 45 - 46
12161 Berlin
Germany

info@kalmsoperations.com
Phone: +49 30 / 40 50 45 32 0
Fax: +49 30 / 40 50 45 32 9



KALMS OPERATIONS
MEDICAL SUPPLY CHAIN SOLUTIONS

Customer Service & Fulfillment in Europe



What we offer:

- Customer Service
- Fiscal Representation
- Regulatory/Quality Support
- VAT Processing
- Recall Management
- Complaint Handling
- Scheduled Reporting

Customer Service

Providing first class service is crucial; even more so when introducing new products into the market. European clients prefer local customer service in their own time zone and native language.

By using Kalms Operations, there is no need to employ your own customer service team in Europe.

Our experienced, multilingual customer service team answers the phone in your name; using phone numbers dedicated to your company.

Thanks to years of experience in the field of medical technology, your customers will receive professional and friendly advice.



Fulfillment in Europe

Our modular approach includes all services that you might require: such as legal representation, management of expiration dates, invoicing through our accounting system, customs regulations, VAT handling, complaint management and much more.

Of course, Kalms Operations is considering all regulations required by local and statutory authorities and our procedures follow ISO 13485:2016.



KALMS OPERATIONS
MEDICAL SUPPLY CHAIN SOLUTIONS

Let's talk:

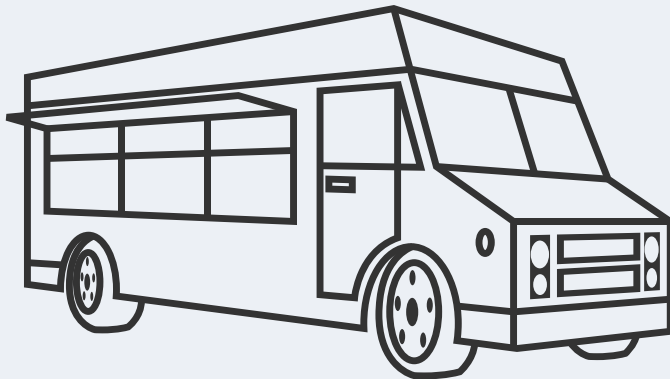
Kalms Operations
Rheinstr. 45 - 46
12161 Berlin
Germany

info@kalmsoperations.com
Phone: +49 30 / 40 50 45 32 0
Fax: +49 30 / 40 50 45 32 9



KALMS OPERATIONS
MEDICAL SUPPLY CHAIN SOLUTIONS

Event Support & Roadshow Management in Europe



What we offer:

- Event Representation
- Roadshow Management
- Congress Visits
- On-Site Support
- Surveys / KOL Interviews
- OR Workshop Management
- Location Scouting
- Photo and Video
Documentation

From the Voice of the Customer to Roadshow Management

Looking for feedback from Key Opinion Leaders on your idea or innovation? Kalms Operations supports the identification of suitable KOLs. We'll also interview them on the phone, in their hospitals, offices or at medical conventions. We will co-travel with your team, or work on your behalf.

Do you want to provide hands-on experience to potential clients in Europe? Are you aiming to increase product awareness amongst Key Opinion Leaders? Whatever your goals are, Kalms Operations will design a tailor-made campaign for your organization; and if you are not sure on which steps are the best for you to take, we'll help you to identify them. Our professional support saves you time, resources and money.



Event Support

With tailored solutions, Kalms Operations manages smaller workshops for just a few attendees, as well as large meetings with up to 1000 or more participants.

We organize medical events and shows in close cooperation with partners from science and the industry.



KALMS OPERATIONS
MEDICAL SUPPLY CHAIN SOLUTIONS

Let's talk:

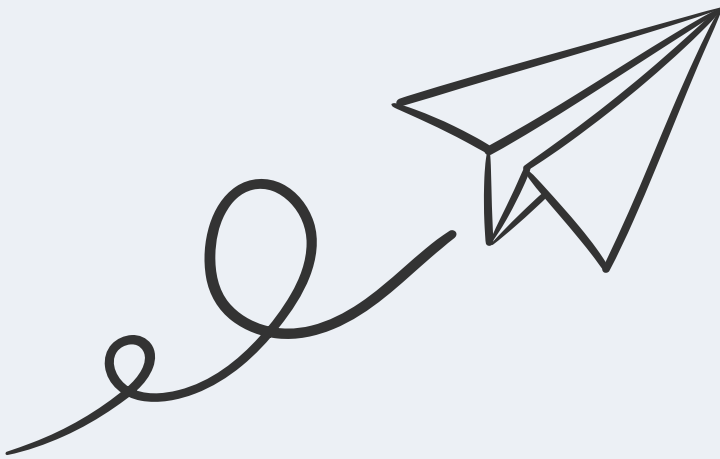
Kalms Operations
Rheinstr. 45 - 46
12161 Berlin
Germany

info@kalmsoperations.com
Phone: +49 30 / 40 50 45 32 0
Fax: +49 30 / 40 50 45 32 9



KALMS OPERATIONS
MEDICAL SUPPLY CHAIN SOLUTIONS

Marketing Management



What we offer:

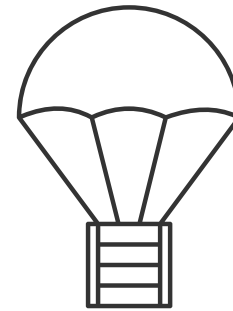
- Layout and Design Services
- Marketing Logistics
- Marketing Material
- Warehousing
- Inventory Management
- Telephone & Email Support
- Translation Services

Marketing Management

Do you want to create a European Marketing campaign for your product, or you are planning to adapt an existing campaign to comply with European standards, advertising laws and regulations?

Kalms Operations supports you from the design of advertising material to the development of entire marketing campaigns. Our experts are familiar with print, as well as with social media.

Backed by the experience of the reimbursement and market access experts of Kalms Consulting, we ensure that your marketing goals will not put reimbursement at risk.



Marketing Logistics

With our fast-reach marketing warehouse in Central-Europe, your customers and your team will be provided with printed product information, as well as convention marketing material in a timely manner. Kalms Operations' support significantly reduces the need for expensive shipments to Europe. We monitor the stock of your marketing materials; as well as all shipping to events or clients.

We also make sure that your booth materials return safely. Our activities are provided in compliance with data protection laws.



KALMS OPERATIONS
MEDICAL SUPPLY CHAIN SOLUTIONS

Let's talk:

Kalms Operations
Rheinstr. 45 - 46
12161 Berlin
Germany

info@kalmsoperations.com
Phone: +49 30 / 40 50 45 32 0
Fax: +49 30 / 40 50 45 32 9



KALMS OPERATIONS
MEDICAL SUPPLY CHAIN SOLUTIONS

Clinical Education



What we offer:

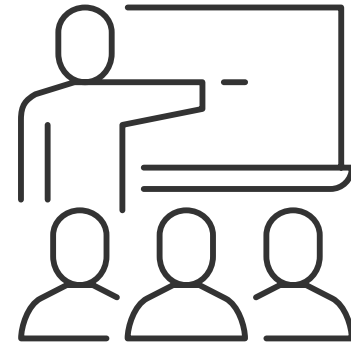
- OR Support
- OR Workshop Management
- Product Trainings
- Anatomical Trainings
- Patient Education Materials
- Surgical Education
- Cadaver Labs

Clinical Education

Well trained physicians are a key factor in success. Establishing training centers can be a significant effort, especially when done from abroad.

Kalms Operations supports you with the education and the training for your customers. We are committed to providing health care professionals with clinical support, whenever they may need it.

As experienced managers of OR Workshops and Cadaver Labs in Germany and all over Europe, we offer a fast start and a seamless implementation of your product trainings.



Workshop Management

Organizing OR workshops requires skilled presenters and compliance with all relevant local regulations. We know the local environments and can connect you with KOLs and the best specialists in the respective region.

Kalms Operations' services include concept development, as well as execution, i.e. sending out invitations, registering participants, travel arrangements, audio/video, catering and much more.



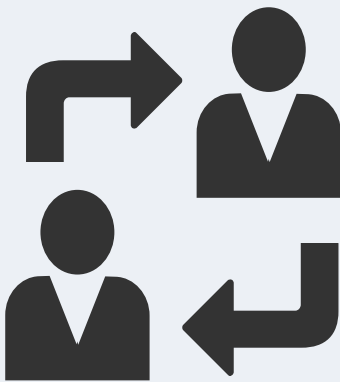
KALMS OPERATIONS
MEDICAL SUPPLY CHAIN SOLUTIONS

Let's talk:

Kalms Operations
Rheinstr. 45 - 46
12161 Berlin
Germany

info@kalmsoperations.com
Phone: +49 30 / 40 50 45 32 0
Fax: +49 30 / 40 50 45 32 9

Rüter und Partner Tax and Business-Consulting



What is offered:

- Payroll
- HR Services
- German Entity Setup
- Accounting
- Monthly Reporting
- Year-End-Closing
- VAT Returns
- Compliance
- Transfer Pricing

Payroll, Accounting, Tax Consulting & Compliance

The international clients of Rüter und Partner appreciate their firm as a contact for business transactions of any kind, notably between Germany and the USA.

With the establishment of their branch office in Atlanta in 2010, they again expanded their already excellent expertise in international tax law.

In January 2014, their branch office relocated to San Francisco.

Rüter und Partner has decades of experience consulting with subsidiaries of multinational corporations.



A Reliable Partner

No client is too small - or too large for Rüter und Partner.

Because of the long standing relationship with Kalms Consulting, there is a seamless level of integration with the services provided by both companies.

Please contact us and we will be pleased to make an introduction to Rüter und Partner.



KALMS OPERATIONS
MEDICAL SUPPLY CHAIN SOLUTIONS

Let's talk:

Kalms Operations
Rheinstr. 45 - 46
12161 Berlin
Germany

info@kalmsoperations.com
Phone: +49 30 / 40 50 45 32 0
Fax: +49 30 / 40 50 45 32 9

About Us

Are you planning to launch a clinical trial in Europe or is your first product ready to be commercialized?

Whether your European business is about to start or already existing; a reliable partner is essential for your success, as well as to comply with regulations. Kalms Operations offers professional healthcare logistics services that meet your requirements from a single delivery of goods to frequent shipments. The services we offer are flexible and tailor-made for start-ups, small and mid-sized companies.

Our facilities are located in Berlin, Germany, where we can provide access to ISO 13485:2016 certified warehouses for medical device storage and logistics for your healthcare products.

Kalms Operations is your expert for healthcare logistics, warehousing, customer service and fulfillment in the medical device sector. Our services include shipments into European countries that are not part of the EU as well as other international destinations.

Providing first class service is crucial, even more so when introducing new products into the market. European clients prefer local customer service in their own time zone and in their native language. Using Kalms Operations, there is no need to employ your own customer service team in Europe. Our experienced, multilingual customer service team answers the phone in your name, using phone numbers dedicated to your company. Thanks to years of experience in the field of medical technology, your customers will receive professional and friendly advice.



KALMS OPERATIONS
MEDICAL SUPPLY CHAIN SOLUTIONS

Let's talk:

Kalms Operations
Rheinstr. 45 - 46
12161 Berlin
Germany

info@kalmsoperations.com
Phone: +49 30 / 40 50 45 32 0
Fax: +49 30 / 40 50 45 32 9