



KAJEET® SUCCESS STORY

How Avery Telehealth Scales Remote Patient Monitoring with Kajeet

A Full-Service Approach to Telehealth



Avery Telehealth isn't your average telehealth company. Avery's digital health platform offers a wide variety of population health services, from RPM, behavioral health assessments, transitions of care pathways, and even a clinical support team. Avery's mobile app supports multiple RPM devices, and allows participants to engage in 30 languages across all 50 states.

"We can serve clients with complex comorbidities, assist with behavioral health screenings, and even support mobile app-based care," said Renee' Gerrish, Chief Success Officer at Avery Telehealth. "We're not just a vendor—we're an extension of care teams."

What sets Avery apart is its agility. When a major customer providing complex care and RPM services needed outreach to 5,000 members within days, Avery's team went from census data on Thursday to outbound calls by Tuesday. But that level of responsiveness requires the right partner behind the scenes.

"Kajeet is not just a vendor—they're an extension of our operations team. They've helped us move faster, deliver better care, and scale smarter."

RENEE' GERRISH
CHIEF SUCCESS OFFICER, AVERY TELEHEALTH



The Need for Reliable Logistics and Connectivity

Before partnering with Kajeet, Avery faced challenges in identifying a logistics provider who could quickly scale and meet the urgency of healthcare demands.

“That’s when I knew we needed a different kind of partner,” shares Gerrish.

With deep healthcare experience, Gerrish knew exactly what to look for: a logistics partner that could support custom configurations, meet urgent timelines, and provide secure, reliable connectivity across the country.

“I came in with a five-page list of requirements,” said Gerrish. “From shipment SLAs to provisioning workflows to out-of-the-box patient experience, Kajeet didn’t flinch. They said, ‘Let’s figure it out together.’”

Collaborative Solutions, Built to Scale

Kajeet delivered not only the operational agility Avery needed, but a true sense of partnership. Together, the teams customized kit provisioning, tablet configurations, and shipping processes to align with Avery’s patient-first approach.

The Kajeet logistics team helped design an intuitive and accessible tablet interface, complete with locked-down features to prevent misuse, while allowing seamless RPM data capture. And when Avery required rapid turnarounds, Kajeet’s operations flexed—without compromising quality.

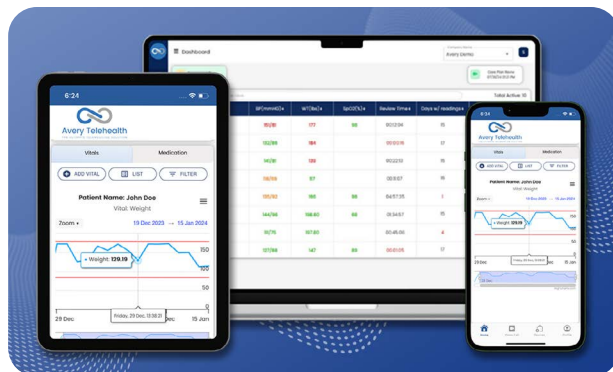
“We’re in growth mode,” said Gerrish. “Some days it could be five kits, other days it could be 500. Kajeet understands that. They collaborate, they anticipate, and they deliver.”

Visibility and Control with Sentinel



Kajeet’s Sentinel® platform also plays a key role as a critical asset for scaling intelligently.

“When I saw the demo, it just clicked—it’s a very logical, intuitive platform,” she said. Sentinel allows organizations like Avery to manage devices, assign cost centers, lock or wipe tablets, and ensure data security. “We’ve already customized invoice tracking and are exploring new billing integrations that will make our AP process even smoother.”



And when unique invoicing needs surfaced—like associating shipping and data costs per patient—Kajeet’s team responded with solutions. “They listened, they adjusted, and they continue to improve the platform based on our feedback,” said Gerrish.



A Trusted Partner for the Road Ahead

From onboarding new cellular-enabled health devices and wearables to expanding RPM services with national players, the momentum is building.

"We're engaged in some very promising conversations with major health systems," Gerrish said. "And when they ask about logistics and connectivity, I don't hesitate. Kajeet is our go-to. The kits show up exactly as we've promised, and that confidence is priceless."

For a company delivering vital care, that peace of mind matters. "Kajeet is not just a vendor—they're an extension of our operations team," said Gerrish. "They've helped us move faster, deliver better care, and scale smarter."

And for Avery, the future is bright—with Kajeet right alongside them.

Contact us today at [Kajeet.com](https://kajeet.com) or call 877-3KAJEET to schedule a free demo.