

PRESS RELEASE

NEMLIA now ensures round-the-clock support for its for its German customers through regional partners

Heidelberg, 09.06.2022.

The Nordic company NEMLIA is pursuing its rapid growth path and with it the further expansion of its partner network. With the German provider and service partner Covendos, NEMLIA now offers all customers in Germany access to round-the-clock support through medical infocentres. Covendos will be responsible for customer support of the NEMLIA system in Germany in the future.

The care sector is also under increasing pressure in Germany. There are currently several thousand vacancies in elderly care and the situation will become worse over the next 20 to 30 years. The number of people over 80 will increase by up to 59% by 2060, meaning that even more caregivers will be needed in elderly care. NEMLIA's solution is based on IoT technology and the intelligent use of data revolving around the behaviour of elders. It links together different actions and notifies or alerts staff when there are changes that need attention. The flexible SaaS solution can be easily adapted to the very individual needs of care homes.

The experiences with the German customers not only show that the employees have freed up to 20% more capacity after the introduction of the system, but also that the work as a geriatric nurse is more enjoyable for the employees again. The digital support provided by NEMLIA's solutions can make the profession more attractive again for younger people.

Covendos has been providing innovative sales and communication solutions to the healthcare industry for over 10 years in the healthcare industry. In the future, Covendos will take over customer support for NEMLIA in Germany. The majority of the Covendos employees are from the care sector and are available around the clock to provide advice and support to caregivers and nursing home managers. Covendos covers the DACH region with its Info Centres, including all necessary languages.

Extended sales arm in DACH

NEMLIA will also enter into a sales cooperation with HeLeNa GmbH, a subsidiary of Covendos, in order to jointly acquire additional customers. Together with the innovative and strong solution of NEMLIA and the industry-strong expertise of Covendos, a total solution will be offered to customers that goes far beyond a mere sale. NEMLIA and Covendos will provide their customers with professional and industry-trusted support.

In an interview, Peer Bentzen, CEO of Nemlia, says:

"Finding strong partners who understand our customers and speak the same language is essential for fast growth. We are very happy to have found a partner like Covendos to capture the German market more strongly together and to be able to provide stable and competent support to our customers."

The CEO of Covendos, Gunter Wendt, also sees the great benefit of the cooperation:

"We are very much looking forward to the cooperation. Our employees, who are familiar with the sector, have often worked and know the challenges of everyday care. Software can make the work easier and where support is needed, we are at NEMLIA's side to provide the support that is needed".

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About Nemlia GmbH

Nemlia was founded in the Faroe Islands and has been active in the German market since 2021, in addition to Denmark and England. In the healthcare industry, Nemlia specialises in technological solutions for staff in the care sector as well as in home care. The maxim for Nemlia is always to create as much relief as possible for the staff with as little use of technology as necessary, in order to create more time for real care for the carer in the longer term. For Nemlia, people are always at the centre of their product development. Smart solutions developed by carers for carers.

About Covendos

Covendos has been a successful service provider for leading pharmaceutical companies in Germany and Europe for over 10 years. The four business areas of Covendos cover "Multichannel Center", "Smart Agency", "Sales Expert unit" and "Academy plus". The four divisions intelligently network competencies and develop customised solutions for current tasks and topics.