



Swisslog Healthcare TransLogic Announces Dave Hartley as New VP of Customer Care

Broomfield, CO (May 16, 2022) - [Swisslog Healthcare](#), a top supplier in healthcare technology combining pharmacy and transport automation, has announced Dave Hartley as its new vice president of Customer Care for Swisslog Healthcare TransLogic. Previously serving as the Director of Field Services for Swisslog Healthcare, Hartley is experienced in supporting the company's commitment to making sure products meet the needs and expectations of customers and providing complete customer and technical support. In his new role, Hartley will be responsible for overseeing the Customer Care team across North America, ensuring high standards of service levels are met for customers. Dave will also serve as the interim vice president of Customer Care for Swisslog Healthcare Medication Management.

"Dave joined our company nearly 20 years ago and has since provided stellar support and leadership in several different areas of customer care and field services," says Cory Kwarta, CEO of Swisslog Healthcare TransLogic. "He has worn many hats and built the unique skillset required to solve customer problems, advocate for customer solutions and drive toward customer satisfaction."

Hartley first joined Swisslog Healthcare in 2003 as a senior field services engineer. After spending more than 10 years in the role, he was promoted to Customer Care manager where he served five more years before becoming the director of Field Services. As vice president of Customer Care, Hartley will oversee more than 200 employees throughout North America and will look to exceed service level agreements, enhance customer interactions and leverage the focused efforts of each Swisslog Healthcare division. He has deep experience in the TransLogic® pneumatic tube systems used in thousands of hospitals as well as in the Medication Management business, which delivers best-in-class pharmacy automation solutions. Hartley is a graduate of the U.S. Navy Nuclear Power School.

"This new opportunity to serve in a senior leadership role for a company that provides innovative solutions, products and services is an honor," says Dave Hartley, vice president of Customer Care for Swisslog Healthcare TransLogic. "I look forward to providing our customer care and field service teams with the skills and tools required to improve our customers' experience, so they can then provide better care to their patients."

This announcement comes following the recent restructuring of Swisslog Healthcare's global management. As part of the KUKA Group, a leading global supplier of intelligent automation solutions, Swisslog Healthcare continues to expand its global reach and the leadership required to manage it.

About Swisslog Healthcare

Swisslog Healthcare is a leading provider of healthcare solutions, including hardware, software and services. Delivering transport and pharmacy automation supports medication management for hospitals, pharmacies and healthcare institutions. Swisslog Healthcare has installed facility-wide automation systems in more than 3,000 healthcare institutions worldwide. The company offers single-source integrated

solutions – from consulting to design, implementation to lifetime customer service. For more information, visit www.swisslog-healthcare.com.

Swisslog Healthcare is a member of the KUKA Group, a leading global supplier of intelligent automation solutions.

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