Since 1969, the year of its foundation, our company has evolved and grown, going through radical changes, also changing the reference market, reaching what we are today: a manufacturer of medical devices among the market leaders, which designs, produces and places on the market devices for pain therapy and patient rehabilitation; all our activities are focused on the patient and aimed at supporting him in the best possible way in his rehabilitation process.

Our company oversees the entire production chain of the medical device: from the idea of the product, development of the hardware and software part, prototyping, molds, certification, production, marketing, medical information and customer care. From these aspects, transversal skills that are shared in the company and encourage widespread development and corporate know-how arise. The peaceful atmosphere of trust between collaborators and a company reward system represent the ideal ground for fostering growth and innovation.

The *mission* of I.A.C.E.R. is therefore to always put the patient at the centre of the daily commitment and of the treatment path, in particular by making technology accessible at home, meeting the needs of health, well-being and comfort in the use of therapy medical devices; at the same time, we are actively committed to spreading knowledge, experience, intuition and innovation within the healthcare facilities, with a view to continuous improvement of both the products and healthcare services offered to patients.

“WE HELP IMPROVE PATIENTS 'QUALITY OF LIFE BY REDUCING PAIN AND INCREASING MOBILITY”

In this context, the Top Management of I.A.C.E.R. identifies the following objectives for the coming year:

Our primary goal	It is represented by the dissemination of our mission and vision to all our internal and external collaborators. Furthermore, we are engaged in transmitting to all corporate stakeholders our philosophy of a patient-centered healthcare ecosystem capable of connecting all the actors of the National Health System (healthcare/orthopedics, pharmacies, doctors, physiotherapists, hospitals and healthcare facilities), offering support to both the patient and the professional and contributing to technological development in the medical field. For this reason, we have developed a dense network of medical informants throughout the national and international territory in constant increase and training, as well as providing patients with a team of internal collaborators increasingly trained and competent in supporting their needs.
Satisfaction of our customers	We’re developing increasingly effective tools to support the patient in the use of our devices: from the traditional telephone *customer care* to the listening to the problems and requests of our users via computer, with our collaborators constantly available also on our *social networks.* In fact, our services are aimed at improving the purchasing experience of our products, through the dissemination of information on use and therapy throughout the territory, the possibility of directly contacting our operators and the continuous interaction with doctors and professional figures of the sector for the improvement of our services and products. Furthermore, the company is committed to considering and accepting as much as possible the needs of all stakeholders.

Our products

The company continues its commitment to the certification process in accordance with the new Regulation (EU) 2017/745 of its I-TECH MEDICAL DIVISION branded devices. We identified and are working on the design of new electrotherapy and magnetotherapy devices which are innovative and represent the state of art and on the development of telemedicine Apps/platforms, as well as continuing with the activities of clinical studies. At the same time, our design is focused on gathering the needs of our customers and analysing the medical information obtained from the close collaboration with professionals in the medical and health sector, i.e. doctors, physiotherapists, orthopedists, etc., in order to translate all these data into concrete product objectives for the development of ever more performing and safe medical devices.

Our collaborators

Our company Top Management considers the patient and its internal and external collaborators equally central in implementation of corporate strategies. For this reason, we are strictly committed to the continuous training of our collaborators through conferences, seminars, webinars and both internal and external courses, as well as looking for constant and open dialogue with all our collaborators.

Quality Management System

Keeping our QMS effective, in such a way that it constantly satisfies UNI CEI EN ISO 13485:2021 and UNI EN ISO 9001:2015 regulatory requirements, in order to conduct its activities in an organised, efficient and effective to allow all collaborators to experience the company and their work to the best of their duties and available tools. Furthermore, the effective and efficient maintenance of the clinical evaluation and validation process and post-market surveillance of our products remains of primary importance, through which we are able to collect data and information relating to the clinical efficacy and use of our devices. This also allows us to concretely define and give evidence of our continuous commitment to the satisfaction of mandatory requirements, such as first of all the essential performance requirements of our devices and patient and user safety, as well as market monitoring for the identification and prevention of complaints, accidents and/or possible adverse events and traceability of our products.

Martellago, 31/01/2024

Luogo, data

CEO