

## Customer Service at SOLO: Setting the Standard for Exceptional Care

By Iris Erickson

At SOLO, customer service is more than just answering questions—it’s about creating a positive, lasting experience for every client. Our Customer Experience Team is built on a foundation of Serve Others, Love Others (SOLO), a philosophy that drives us to provide personalized, thoughtful care in every interaction.

We don’t see our customers as just account numbers; we see them as partners in improving lives. Whether it’s a quick question or a complex challenge, our team is dedicated to making your experience with us easy, efficient, and rewarding.



Kathy, Magan, Tracey and Heidi

### Expertise You Can Rely On

Our team is a powerhouse of industry knowledge and experience. With over 100 years of combined expertise, including clinical and billing experience, we’re equipped to handle everything from product consultations to troubleshooting scanning technology. When you reach out to us, you’re connecting with professionals who understand your unique needs and are committed to delivering solutions tailored to your practice.

### Proudly Made in the USA

At SOLO, we take great pride in manufacturing all our orthotics right here in the United States. Every device is crafted with meticulous attention to detail, ensuring the highest quality and reliability. By keeping production local, we’re not only supporting American jobs but also maintaining tighter control over the entire manufacturing process, resulting in superior products delivered to our customers. When you choose SOLO, you’re choosing quality you can trust—made by people who care.

### Service That Stands Out

Customer Service isn’t just a department; it’s the heartbeat of our company. What sets us apart? It’s the personal touch. When you call SOLO, you’ll speak directly to a friendly, knowledgeable representative—no phone trees, no endless transfers. We respond promptly

ly to voicemails and emails because we value your time. And when we don’t have an immediate answer, we collaborate as a team to find one, ensuring you get the support you need.

Our team takes the time to understand your specific needs and challenges. We offer consultations, product education, and guidance through phone, email, video conferencing, or

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even in-person visits. This proactive approach ensures that every interaction is meaningful and productive.

### A Culture of Integrity and Care

Mistakes happen—it’s how we respond that matters. At SOLO, we believe in transparency and accountability. If something goes wrong, we own it, apologize, and work quickly to make it right. This commitment to integrity builds trust and strengthens relationships with our clients.

We also believe in the power of listening. Every case is unique, and our team takes the time to truly understand your situation, providing thoughtful solutions and follow-up support. It’s not uncommon for us to check in later to see how a particular case turned out because we genuinely care about your success.

### A Team That Loves What They Do

The culture at SOLO is built on mutual respect, collaboration, and a shared dedication to serving others. This supportive environment is why we’ve been recognized as a “Best Places to Work” award winner. We believe that happy, engaged employees are the key to exceptional service—and our team’s passion for what they do shines through in every customer interaction.

At SOLO, we’re not just meeting expectations; we’re raising the bar for what customer service can be. Our commitment to personalized care, expertise, and integrity ensures that every interaction leaves you feeling confident and supported. When you work with us, you’re not just getting a vendor—you’re gaining a partner who’s invested in your success.

*For more information, visit [sololabs.com](http://sololabs.com) or click here.*