FAQs

Why is PerfectServe changing branding, product names and logos?

- We've unified the names and visuals across all of our products to make PerfectServe the central hub for your clinical communication and scheduling needs. Bringing our products under one unified name and brand creates a more intuitive experience for you and your teams.

What is changing?

- Product names, logos, and icons will be updated throughout PerfectServe applications. This includes how users search for applications in app stores, training materials, and all web and mobile applications.

When will the changes take effect?

- Throughout the week of January 6th, 2025, PerfectServe will execute a series of product releases that include PerfectServe Unite branding. The exact dates and timing vary by product and application version:

  - **PerfectServe Clinical Collaboration** (formerly Telmediq) – *January 7, 2025*
  - **PerfectServe Practitioner & Care Team** – *January 8, 2025*
  - **PerfectServe Lightning Bolt Scheduling** – *January 9, 2025*

Will the rebranding impact daily workflows or system functionality?

- The rebranding will not impact functionality. These changes are visual only and do not change workflows.

Will there be changes to our current login processes?

- No, URLs to log in will remain the same. Users who log in via SSO should not be impacted.

Will there be any changes to the services we provide?

- No, our services remain the same. While our branding will be updated, our dedication to providing top-tier solutions to healthcare providers is stronger than ever.

Will QR codes to download the app still work or will they be updated?

- No, QR codes will take users to the appropriate application to download.

Will desktop web link shortcuts or bookmarks need to be updated?

- Bookmarks and web link shortcuts should update automatically. If your organization has assigned a custom image to the link, that will need to be updated.