

Transforming Clinical Assets Into Strategic Tools

An Interview with Neil de Crescenzo, Chief Executive Officer, Trimedx

EDITORS' NOTE Neil de Crescenzo provides strategic leadership to Trimedx as it advances its clinical asset management solutions, expands technology-enabled services, and enhances its impact on healthcare. A seasoned executive with decades of experience in healthcare technology and services, he has a proven track record of driving growth, innovation, and operational excellence. Before joining Trimedx, de Crescenzo served as CEO of Optum Insight and previously



Neil de Crescenzo

was CEO and President of Change Healthcare and held leadership roles at Oracle Corporation and IBM. He has also been a senior advisor at Blackstone Group and serves on the Board of CCC Intelligent Solutions. He earned a bachelor's degree from Yale University and an MBA from Northeastern University. He was the Chairman and a long-time executive committee member of the Healthcare Leadership Council in Washington, DC, and a Board member of the Nashville Healthcare Council. He is a member of the Wall Street Journal CEO Council and the CNBC CEO Council. Additionally, de Crescenzo is on the Board of Directors at Jazz at Lincoln Center and a member of the Director's Circle of The Frick Collection in New York City.

COMPANY BRIEF Trimedx ([trimedx.com](https://www.trimedx.com)) is an industry-leading, independent clinical asset management company delivering comprehensive clinical engineering services, clinical asset informatics, and medical device cybersecurity. Powered by the industry's most advanced AI-native clinical asset intelligence offering, Trimedx helps healthcare providers transform clinical assets into strategic tools, driving reductions in operational expenses,

optimizing clinical asset capital spend, maximizing resources for patient care, and enhancing safety and protection. Built by providers for providers, Trimedx leverages a history of expert clinical engineering with data on 90-95 percent of in-use medical equipment in the United States.

Will you discuss your career journey?

I've spent much of my professional life at the intersection of technology and healthcare systems in countries around the world. For three decades, I've primarily worked with organizations supporting frontline workers who have the challenging job of providing exceptional patient care and helping people maintain or improve their health. Early in my career, I held leadership positions at large global technology companies (IBM and Oracle) which gave me a strong foundation in scaling technology-enabled services. I went on to become President and CEO of Change Healthcare, a NASDAQ-listed healthcare software and technology-enabled services company that was acquired by UnitedHealth Group in 2022. I also served as CEO of Optum Insight, a technology-enabled services organization with \$19 billion in revenue. Along the way, I've had the opportunity to serve on several boards and work as a senior advisor at Blackstone. Each of these experiences laid the groundwork for my current role at Trimedx and shaped how I approach inspiring our associates, innovation, and growth.

What excited you about the opportunity to lead Trimedx, and made you feel it was the right fit?

Taking on this role at Trimedx felt like the culmination of all the work I've done throughout my career. I'm able to continue my mission

of helping to improve healthcare while also leading a company that has enjoyed and continues to enjoy tremendous growth. I'm passionate about working alongside talented teams to exceed our client's expectations, scale organizations, and drive sustainable growth. I'm fortunate to continue to be able to do that at Trimedx as we expand our impact. To provide real value for clients and achieve its goals, a company must have a deep culture of innovation and excellence – and that's what I found at Trimedx.

How do you define Trimedx's mission?

Our vision is advancing patient care by optimizing the management of clinical assets in an environment of ever-increasing complexity and demand. The Trimedx mission is to unlock the value of clinical assets for health systems.

We have the industry's most advanced intelligence offering, based upon an unmatched volume of high-quality equipment and maintenance data built up over decades. We help health systems transform their clinical assets into strategic tools – driving reductions in operational expenses, optimizing clinical asset spending, maximizing resources for patient care, and improving safety.

Will you provide an overview of Trimedx's solutions?

Trimedx provides an integrated clinical asset management solution that combines embedded expert teams, a predictive intelligence platform, and proprietary data insights to improve performance, visibility, and outcomes across healthcare systems. We have built an advanced AI-native clinical asset intelligence platform, called TMX, powered by the industry's most extensive repository of medical device data which includes over 7.4 million device records. Our services bring together real-time asset visibility, predictive maintenance, and supply chain automation into a single, integrated platform.

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Our nationwide team of healthcare technology professionals pairs these capabilities with their frontline expertise to keep clinical environments running smoothly.

Our latest advancements include agentic AI and predictive analytics to support more dynamic capital planning, inventory optimization, and faster, more informed decision-making. Trimedx allows health systems to shift from a reactive service model to a proactive, data-driven operation that improves device uptime, reduces costs, and enhances patient care.

Where do you see the greatest opportunities for growth?

AI creates significant opportunities for growth across Trimedx by building on our strong foundation of clinical engineering expertise and our expansive, proprietary dataset. As we continue to develop our AI capabilities, we are well-positioned to expand our ability to help organizations operate more efficiently and strategically. These advancements will open the door for us to provide additional services, foster stronger client partnerships, and have broader influence on how healthcare technology is managed. AI is a long-term growth engine for Trimedx, offering new technology to innovate and lead.

Will you elaborate on how AI will impact the way Trimedx operates?

AI is fundamentally changing the healthcare technology management industry and the way Trimedx operates. We are embedding intelligence, automation, and predictive capabilities throughout the full asset lifecycle. Trimedx is leveraging the most comprehensive clinical asset dataset in the industry – spanning more than 7.4 million device records, up to 95 percent of in-use medical equipment, and millions of annual work orders, backed by decades of

clinical engineering experience. These insights and advanced AI models will help health systems maintain more accurate inventories, predict equipment failures, automate work orders, synchronize supply chain steps, and more.

In addition, our recent agentic AI capabilities are supporting biomedical technicians by accelerating access to the knowledge they need to maintain and repair medical equipment. We're empowering our teams with AI-powered tools to streamline routine or administrative tasks, allowing them to spend time on more meaningful, high-value work. As AI evolves, Trimedx will continue to innovate and grow – finding new opportunities to provide value for our clients and improve patient care.

Will you highlight Trimedx's sustainability commitment?

Trimedx's approach to sustainability is grounded in its purpose-driven mission and reflects a broader commitment to environmental, social, and governance (ESG) responsibility. We help healthcare providers improve the efficiency, safety, and utilization of medical equipment – enabling better patient outcomes while supporting more sustainable operations. From an environmental perspective, Trimedx focuses on extending the lifecycle of critical medical equipment and optimizing asset utilization. By helping health systems make more informed, data-driven decisions, we enable organizations to reduce unnecessary purchases, limit waste, and maximize the use of existing resources – contributing to a more sustainable healthcare ecosystem.

Beyond environmental impact, sustainability at Trimedx also encompasses strong social and governance practices. The company invests in its associates through development, training, and a culture that prioritizes well-being and

inclusion, while maintaining a focus on ethical leadership, compliance, and accountability. We are the employer of choice in our industry for clinical engineering professionals. Together, these efforts position us as a trusted partner for healthcare organizations seeking to balance operational performance with long-term environmental and social responsibility.

What do you feel are the keys to effective leadership?

Effective leadership is rooted in a strong company culture. When associates feel connected to a shared purpose and are empowered to innovate, pursue excellence, and give back to their communities, they are better equipped to provide meaningful value to clients. A culture that emphasizes collaboration, continuous improvement, and service creates an environment where people can do their best work and drive lasting results.

What advice do you offer to young people beginning their careers?

Stay curious, take a genuine interest in the well-being of your colleagues and customers, work hard, and never stop learning. The world is changing faster than ever, and the people who continue to grow, adapt, and embrace new challenges will create the most opportunities for themselves. Early in your career, focus less on having all the answers and more on asking great questions. Seek out mentors, learn from every experience, and don't be afraid to take on assignments that stretch you beyond your comfort zone. Most importantly, remember that careers are built over time. Success rarely comes from a single breakthrough. It comes from consistently showing up, delivering results, helping others succeed, and maintaining a mindset of continuous improvement. If you do those things, opportunities will follow. ●

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