12.10.26

Dear Valued Customer,

Vantive became an independent company in 2025, following our separation from Baxter International. We are now completing the next step in our transition, which includes having fully independent operations by migrating our technology systems. This means we are moving the remaining technology that supports our business operations from Baxter to our own environment.

In the UK, this technology migration will take place from **25/11/26 - 01/12/26.** In preparation for the migration, we have taken detailed steps to support all our partners and patients with their ongoing needs. This work allows us to continue building an organisation, designed around the needs of the healthcare providers, patients and partners we serve and represents an important milestone in strengthening the foundation that supports our mission to extend lives and expand possibilities.

Due to the IT migration, we will be unable to facilitate deliveries between **25/11/26 – 01/12/26.**

Please see below guidance and key dates for deliveries, when planning your stock and orders for Acute Critical Care, HD, and PD products during this migration period.

Please note your normal scheduled delivery days apply to the table below.

Dates	Delivery schedule	Final cut off for order receipt (normal cut off time of 3pm applies)
Week 16/11/26	Your normal delivery schedule will apply	Normal cut off times will apply
Week 23/11/26	Normal deliveries Mon 23rd, Tues 24th. No deliveries Weds 25th, Thurs 26th, Fri 27th	Final cut off for receipt of orders for delivery Mon 23rd is Thurs 19th. Final cut off for delivery Tues 24th is Fri 20th.
Week 30/11/26	No deliveries Mon 30th, Tues 1st. Normal delivery schedule resumes Weds 2nd Dec	Cut off for receipt of orders for delivery Weds 2nd Dec is Mon 30th, for Thurs 3rd is Tues 1st and for Fri 4th is Weds 2nd.
Week 07/12/26	Your normal delivery schedule will apply	Normal cut off times will apply.

It is important to order in line with your usual demand pattern.

Please note, hospitals with only one scheduled delivery day per week will be contacted separately to this communication.

Key information:

- Please do not submit any orders during the IT migration period **25/11/26 – 29/11/26** as they will not be processed.
- Our customer success teams remain online and ready to continue responding to queries and taking calls at 0800 023 4002 between the hours of 9.00 – 17.00 during this period.
- Should you have technical questions, you can continue to contact our technical helplines (PD) 01635 201902, (HHD) 0370 609 9100 and (Acute) 0808 100 3539 as usual.

As we have done during each phase of our transition, we are taking a coordinated approach across the business to support a smooth experience for your patients and hospital. We have planned carefully for this transition and will continue to keep you informed should any updates or additional actions be needed.

Reminder, it is important to please order in line with your usual demand pattern.

Please note, Baxter deliveries will continue as normal during this migration period.

Thank you for your continued partnership. Should you have questions, please contact us on 0800 023 4002.

Sincerely,



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Michael Little
Country Lead Vantive UKI