

SERVICE OVERVIEW

Customer Success

EXPERT SUPPORT FOR YOUR VISIBILITY & ANALYTICS SOLUTIONS

Service Benefits

Post-implementation, the Customer Success Specialist will stay engaged to ensure continuous improvement of user adoption, demonstrated ROI, and change management support.

- **Supplements your in-house team** with specialized knowledge/skills
- **Helps maximize the value of your investments in RTLS solutions** through effective project management
- **Supports integration of multiple RTLS-enabled solutions** to drive even greater value for your organization
- **Drives increased user adoption** through formal change management efforts
- **Delivers access to best practices** and fosters continuous improvement
- **Eases collaboration** and reporting of actual ROI

Challenges

As healthcare organizations work to drive quality of care, operational efficiency, and safety and security, many have embraced the power of RTLS-enabled visibility and analytics solutions. STANLEY Healthcare is a leading provider of such solutions spanning security and protection, asset management, environmental monitoring, and clinical operations and workflow.

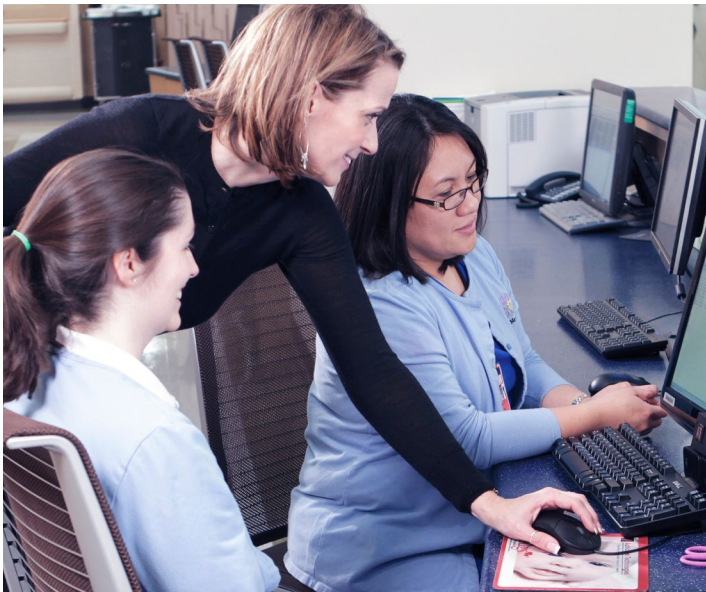
While the solutions are incredibly powerful, unleashing their full potential requires careful orchestration of people, processes and technologies. Many organizations find that they lack the time and expertise necessary to realize all of the benefits. That's especially true when deploying multiple solutions. To drive the greatest return on your investments in STANLEY Healthcare's visibility and analytics solutions, you need a distinct combination of business acumen, healthcare experience and specialized expertise in RTLS technology. You need a strong focus on and commitment to the visibility and analytics projects that leverage your STANLEY Healthcare investments. And you need to manage those projects strategically and holistically.

Few healthcare organizations have the right blend of knowledge and experience—and the bandwidth to take on a visibility and analytics program management function. Yet the opportunities to improve operational efficiency, quality of care, and safety and security are too great to leave the success of your STANLEY Healthcare investments to chance.



Solution

Our Customer Success Team is a resource invested in partnering with you for the purpose of recognizing the business value that RTLS is designed to deliver to your organization. They help expedite any issues and connect our customers with the right representative to support their needs, while also sharing feedback directly with our sales and product teams.



How It Works

Through the Customer Success Team services, STANLEY Healthcare offers the following benefits:

1. ACCOUNTABILITY:

Named individuals and groups are responsible for all tasks required to keep RTLS running. These include server uptime and patching, hardware connectivity, tag maintenance, and administrative server configuration.

2. USE CASES:

All use cases are clearly defined. The RTLS leader develops KPIs to measure system health and business value and reviews periodically.

3. STAKEHOLDERS:

Identify key stakeholders and engage them routinely in a monthly steering committee format to better understand what is needed operationally to keep the system delivering value and plan strategic improvements.

4. EDUCATION:

Establish an education program for RTLS with onboarding for new users and promote this to current and targeted end users.

Put a strong, expert advocate on your side. Contact us today about Customer Success.

STANLEY
Healthcare

About STANLEY Healthcare

Over 15,000 hospitals and senior living communities rely on STANLEY Healthcare solutions to empower caregivers to deliver better care. STANLEY Healthcare is a part of Stanley Black & Decker and a proud supporter of the Alzheimer's Association®. Learn more at stanleyhealthcare.com.

75 Portsmouth Blvd., Suite 220, Portsmouth, NH 03801 | 1-888-622-6992 | stanleyhealthcare.com | stanleyhealthcare@sbdinc.com