



Client Success

SERVICE OVERVIEW



Expert support for your visibility solutions

SERVICE BENEFITS

Post-implementation, the Client 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 solutions. Securitas 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 Securitas Healthcare's visibility 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 projects that leverage your Securitas 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 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 Securitas Healthcare investments to chance.

SOLUTION

Securitas Healthcare's Client 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.



Our Client Success team partners with clients to turn their goals and priorities into actions to get the most value out of their solution. They help expedite any issues and connect our clients with the right representative to support their needs, while also sharing feedback directly with our sales and product teams.

How it works

Through the Client Success Team services, Securitas 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

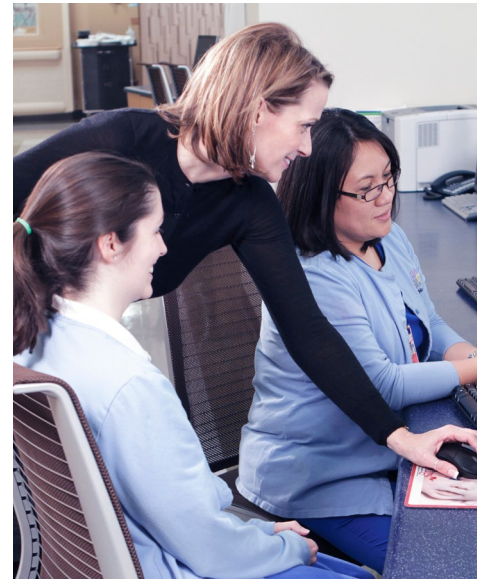
All use cases are clearly defined. The client's RTLS leader develops KPIs to measure system health and business value and reviews periodically.

3. STAKEHOLDERS

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

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 Client Success.

4600 Vine Street
Lincoln, NE 68503
+1 888 622 6992

North America
info@securitashealthcare.com

International
global@securitashealthcare.com

securitashealthcare.com

About Securitas Healthcare

Securitas Healthcare empowers caregivers to deliver connected, productive and safe care. Its innovative portfolio of healthcare solutions helps over 15,000 hospitals, clinics and senior living organizations worldwide protect people, use assets efficiently and understand their operations for a caring and healing environment. Securitas Healthcare is proud to be part of Securitas, the world's leading intelligent protective services partner. For more information, visit us at securitashealthcare.com

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