

# OIS Customer Service

TELCOR Outreach Information System® Services

TELCOR is customer focused, and providing best practices in customer service is a cornerstone philosophy of our company. Customer Service starts immediately and provides many services besides extended product warranty. These services include:

## NEW VERSIONS

TELCOR reinvests significantly in the product evolution of the OIS® applications to meet changing customer requirements, maintain leading edge technology and continually provide workflow efficiencies. TELCOR provides new version updates semi-annually. New versions of software are accompanied with complete documentation as well as a Version Summary defining product changes. The Version Summary serves as a guideline for validation and can be used by management to assess new features that are beneficial to implement. New releases are driven by customer enhancement requests that are documented as cases and reviewed monthly by the OIS Management Team. History shows that over 80% of customer requests have been incorporated into the products or accepted into the product plan. The status of cases as they proceed through the TELCOR product planning and delivery process are presented on the Customer Status Reports.

## QUESTIONS

We have answers! TELCOR is available for all product questions as they occur during and after implementation. While extensive documentation and online help are available, sometimes direct discussion is the best, and TELCOR has trained professionals to assist you. We utilize remote connectivity for show-and-tell to help achieve common understanding.

## DATABASE SPECIFICATIONS

All TELCOR OIS products use SQL 2005 as the database, which gives the customer great flexibility in data extraction and custom reporting using third party tools, e.g. Crystal Report Writer. To aid our customers, TELCOR will, upon request, provide the Database Specifications for the applications licensed.

## REGULATORY UPDATES

TELCOR is committed to enhance the applications with new outreach laboratory federal and state (via customer notification) regulatory requirements as well as changes to the HIPAA regulations that affect the products.

## IMPLEMENTATION AND METRICS ASSESSMENT

After implementation and each year, TELCOR will survey the customer to assess the following:

- Effectiveness of the implementation process and services provided
- Improvements in workflow
- Effectiveness of the application(s) in meeting program goals

## PERIODIC SYSTEM REVIEWS

TELCOR performs periodic system reviews of the Billing Information System to assist the customer in optimizing use and receiving maximum benefit from the application. These reviews are one day and conducted periodically. A written report will be submitted to management that includes recommendations for improvements, document requests for enhancement and other observations from the system review.

*"It is a real tribute to TELCOR that 'support' is a priority - it makes a huge difference. We have extensive validation processes, and cooperation with the vendor is the key to any upgrade. TELCOR support has always been available to help us with these tasks, and we truly appreciate how accessible the support and management have been throughout our relationship."* Gerry Wood, Director, Billing & Revenue Services, Monogram Biosciences

*"Since implementing TELCOR we have realized a reduction in our days sales outstanding and an increase in our cash flow. This is a direct result of the TELCOR software application and the responsiveness of their team to meet our needs."* Ty Driskel, Manager, Billing Operations, Interpath Laboratory, Inc.

*"TELCOR is a wonderful vendor to work with. They are so attentive and supportive! TELCOR, as a whole, has been very responsive to our needs as a client and has actively worked to improve and enhance functionality within the application."* Lisa Kuper, Systems Analyst, Bon Secours Information Services

## TEST SYSTEM

TELCOR assists the customer with a Test System. TELCOR provides two version update processes - one to the test system and one to the production system. Additionally, upon customer request, TELCOR will copy the data from the production system to the test system to ensure that data is most current for validating and training processes.

## MONTHLY STATUS REPORTS

Calls to TELCOR are documented as a "case." The cases are categorized and prioritized, and the customer receives a report every month of all cases opened and closed during the previous reporting period along with the current status. Case categories include but are not limited to: Enhancement Request, Work Order, Software Error and New Interface.

## SUPPORT

An executed Service Agreement extends warranty support for the term of the Service Agreement, and all product anomalies are prioritized and resolved according to their priority.

**CRITICAL:** Indicates the customer is unable to operate or data integrity is in question. TELCOR will provide immediate response and will work on the case until resolution is reached. TELCOR will maintain frequent customer contact so progress and status are known. All critical cases are also immediately escalated to the OIS Management Team to answer management oversight.

**HIGH:** Indicates the customer is operational, but in a compromised state and TELCOR will make best efforts to correct the case. A minor revision will be released to resolve the case on-site, outside of scheduled releases.

**MEDIUM:** Indicates that the customer has a work-around, and the case will be resolved in the next planned major version release.

**LOW:** Indicates the case has no impact on the customer, and these cases are resolved on a scheduled basis and included in major releases.

## USER GROUP

TELCOR listens to its customers. The OIS User Group provides customers with opportunities to share knowledge and exchange information regarding OIS applications. If you are interested in contacting the OIS User Group Executive Committee, TELCOR can provide you with contact information.

## OTHER SERVICES

TELCOR provides availability to assist the customer with other service requests, which may be provided at our then current non-warranty service rates. Some other services TELCOR provides include:

- INTERFACE change requests
- Response to assist with evaluation of potential HARDWARE, SERVER or operating system issues
- Additional TRAINING
- CUSTOM DOCUMENT formatting changes
- Assistance or review of customer formulated QUERIES

## THE TELCOR COMMITMENT

TELCOR is committed to continually improve the services we provide to our customer - measuring our progress and receiving customer feedback is critical to this Quality Improvement initiative.

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TELCOR, an employee owned company founded in 1995, is an industry leader in the laboratory point of care and outreach/reference lab markets, providing unparalleled software products and services and exceptional customer support. TELCOR's proven implementations are performed by clinically experienced, IT knowledgeable resources who understand each customer's unique environment.

