

SAGE SOFTWARE HEALTHCARE SOLUTIONS

Service and Support Overview





Providing the most comprehensive customer service program in the industry

Even the best products and processes need talented and motivated people to back them up. That's especially true in practice and clinical management technology. You need a trusted partner to help you navigate this constantly changing environment, create operational efficiencies, and support you in providing quality care to patients.

At Sage Software, we are committed to putting the needs of our customers first and we do that by employing the most comprehensive customer satisfaction program in the industry. We offer this not as an added perk to only select customers, but rather to all Sage Software customers. We're here for you every step

administrative issues when you aren't sure where to go.

Regional Teams Provide National Presence...Local Response

The people responsible for installing, implementing, training and servicing your account are out in the field, where you are. This means that the same people who are familiar with your specific office environment and technical requirements are the ones you can turn to for help when you need it. So, even though we enjoy a strong national presence, we think and operate locally, giving you greater access to resources who know what is going on in your area.

milestones. A structured and defined systematic approach will contribute to a successful implementation, which typically results in:

- Consistent cash flow generation
- Staff being trained at a pace where material is absorbed and practically applied
- A highly satisfied collaborative project progression

The Strength of a Technical Support Center Backs Up Your Local Team

Our Technical Support Center, based in Tampa, FL, is one of the largest in the healthcare technology industry. Working closely with inside sales and local representatives, our technical support professionals utilize a toolset of advanced support technologies including remote access as well as an extensive knowledge base, to provide a rapid response to you and to bring efficient resolution to your inquiries. We are staffed to respond to your business needs so qualified technicians are available when they're needed most.

Focusing on Customers at Every Point of Contact

Every person at Sage Software is dedicated to putting YOU FIRST in everything we do. Our professional staff is available to answer your questions, address issues and guide you to the resources you need.

of the way making sure you get the right service, support and information you need, when you need it.

Customer Service Guides You to the Solution

A highly-trained Customer Service Department has been established to quickly address accounting, maintenance invoicing, and other administrative issues. These service experts can also help you connect with the right resources to address other

Systematic Project Management Keeps You Informed and Organized

The Sage Software project management organization has Project Management Professional (PMP) and Certified Associate Project Manager (CAPM) resources on staff in order to deliver a systematic approach to project management. By partnering with our Project Managers, your organization will reap the benefits of a cooperative implementation methodology that progresses according to key project

A Comprehensive Training Program Helps You Achieve Your Business Goals

Initial and continuing education programs are key to ensuring your satisfaction with our products and helping you to meet your business goals. Our implementation approach includes a variety of different training options including: computer-based training that enables you to learn

“The staff response [to Intergy] has been really positive especially because [Sage Software] provides such a good resource for support.”

—Denise Sousa, practice manager
Diabetes and Endocrine Associates of the Treasure Coast

at your own pace, or an onsite/web-based blended remote training program. The implementation follows a defined curriculum tailored to the software and hardware configuration of the installation. Complete agendas are provided outlining the topics to be covered, the training method to be employed, and the associated timeframes. We can also assist the practice in developing its own training program, materials and guidelines through our Train-the-Trainer offering.

Support Technologies Customer Relationship Management

We employ a state-of-the-art telephone system that routes your calls to the most appropriate analyst. Upon receiving your call, the analyst accesses a Customer Relationship Management system that provides a 360-degree view of your account. The analyst is quickly up to speed on relevant issues, service history, current contacts, and the entitlement for your account. This system allows for the build-out of a comprehensive knowledge base for our analysts to reference and more readily solve your issue.

Remote Monitoring System

The Remote Monitoring System (RMS) is an early warning software available with our Intergy software by Sage that can prevent or minimize many host and application errors from occurring on your system. By proactively monitoring your system's health

and performance through the measurement of key system and application events, RMS provides support personnel with critical system information about the status of the application or host server. RMS also enables us to install software patches and updates from a remote location, on a scheduled basis, to be as unintrusive to your business as possible.

Remote Access

We utilize Remote Access software to provide a secure connection and collaboration tool for customers with broadband connections. When you have a system issue that requires support, software that needs to be updated, or if you simply

want us to walk you through a “how to” on the system, our technicians—with your permission—can use our remote access software to securely link to your system.

Online Services

For maximum convenience, you can log support issues online. You'll receive the same comprehensive support, and as with our technical support center, we are often able to solve problems on the first contact. We also provide a variety of online tools through our Client Web Portal, including knowledge bases and Frequently Asked Questions so that you can browse, learn, and resolve issues on your own, if you choose.



Consulting Services Help to Impact Your Bottom Line

Is your practice maximizing its technology investment to be as productive and efficient as possible? We have seasoned practice management consultants who can answer that question by assessing the use of technology at your site(s). These assessments analyze current business and clinical workflows, technical configuration and software setup to determine where operational efficiencies may be gained. After discovery and onsite analysis, findings are documented and recommendations presented back to you.

Local User Group Meetings Offer Networking Opportunities

One of the responsibilities of our Customer Advisory Council is to shape the agenda for the Sage Software local user conferences. Here, you'll interact with your peers from other practices while

you learn how to better leverage your investment in practice management, electronic health record and electronic data interchange technologies. You'll also have the opportunity to meet one-on-one with Sage Software management and staff.

Our Involvement Benefits You

Sage Software is in the vanguard of private sector-driven efforts to ensure that healthcare providers are well served by emerging standards for the Continuity of Care Record (CCR) and vendor certification. In fact, among other activities, we are active in HIMSS' newly formed Health Information Technology Certification Commission Vendor Advisory Council. We also are represented on the newly established Certification Commission for Health Information Technology (CCHIT).

Sage Software

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ABOUT SAGE SOFTWARE

Sage Software Healthcare Division is a part of Sage Software, the North American business of UK-based The Sage Group plc. Sage Software supports the needs, dreams and challenges of small and medium-size businesses (including medical practices of 500 employees and more) by offering leading business management, practice management and electronic health records products and services. More than 2.6 million North American small and medium-sized businesses and tens of thousands of medical practices currently rely on Sage Software applications.

For more than 25 years, Sage Software Healthcare Division has delivered easy-to-use, scalable and customizable software for practice management, including private practices, multi-million dollar medical enterprises and community health centers. Our Intergy EHR by Sage electronic health records software is CCHIT CertifiedSM for its product, and meets CCHIT ambulatory electronic health record (EHR) criteria for 2006.