

Service Overview:

## Customer Success Management



Expert Support for Your  
Visibility & Analytics Solutions

### 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.

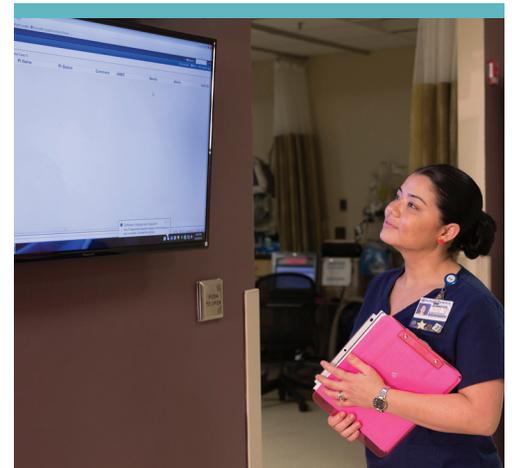
To drive the greatest return on your investments in STANLEY Healthcare's visibility and analytics solutions, you need a distinct combination of business acumen, healthcare experience and specialized expertise in RTLS technology. You need a strong focus on and commitment to the visibility and analytics 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

STANLEY Healthcare's Customer Success Management services may be the answer to your challenges. Through this managed service, we assign a Customer Success Manager to serve as your single point of contact. This individual will serve as the liaison for all of your STANLEY Healthcare solutions—helping manage projects from full solution deployments to solution integrations, expansions and focused end-user training.

Post-implementation, the Customer Success Manager will stay engaged to ensure continuous improvement of user adoption, demonstrated return on investment, and change management support.



### Benefits

- Supplements your in-house team with specialized knowledge and 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



## How It Works

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

- **Focused Resource.** Driving continuous improvement can tax your internal resources. You may lack the bandwidth or expertise to keep projects on track. Or competing priorities may continually push your initiatives to the side. Your Customer Success Manager fills those gaps, helping keep your initiatives on track.
- **Solution Integration.** STANLEY Healthcare has developed an RTLS platform that can meet a broad range of needs. Your Customer Success Manager helps you manage the integration of those solutions—tackling the technical and process challenges that organizations commonly encounter.
- **Single Point of Contact and Management.** Your Customer Success Manager serves as your single point of contact with STANLEY Healthcare. He or she helps coordinate project management activities among your internal stakeholders.
- **Change Management.** Your Customer Success Manager works with you to develop communication strategies, effective workflow documentation and timely training. Such programs help drive uptake of new processes—and advance you toward your strategic goals.
- **Continuous Improvement.** Customer Success Manager serves as a dedicated resource to monitor and optimize your program—helping ensure that you continue to realize a return on your investment while meeting your needs for efficiency, quality and security.



**Put a strong, expert advocate on your side. Contact STANLEY Healthcare today about Customer Success Management.**

## About STANLEY Healthcare

STANLEY Healthcare provides over 5,000 acute care hospitals and 12,000 long-term care organizations with enterprise solutions that transform safety, security and operational efficiency. The STANLEY Healthcare solution set enables customers to achieve organizational excellence and superior care in five critical areas: Patient Safety, Security & Protection, Environmental Monitoring, Clinical Operations & Workflow and Supply Chain & Asset Management. These solutions are complemented by consulting, training, implementation and integration services. STANLEY Healthcare is proud to be part of Stanley Black & Decker, Inc. For more information, visit [www.stanleyhealthcare.com](http://www.stanleyhealthcare.com).

**STANLEY**  
Healthcare

Phone: +1-888-622-6992

North America: [stanleyhealthcare@sbdinc.com](mailto:stanleyhealthcare@sbdinc.com)

Latin America: [stanleyhealthcare-latam@sbdinc.com](mailto:stanleyhealthcare-latam@sbdinc.com)

Middle East: [stanleyhealthcare-MEA@sbdinc.com](mailto:stanleyhealthcare-MEA@sbdinc.com)

Asia Pacific: [stanleyhealthcare-asiapac@sbdinc.com](mailto:stanleyhealthcare-asiapac@sbdinc.com)

Europe: [shs-uk@sbdinc.com](mailto:shs-uk@sbdinc.com)