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TRIAGE/CUSTOMER SUPPORT

Medical & Technology Datasheet



Intelligent Triage Services Speed Repairs and Slash Costs

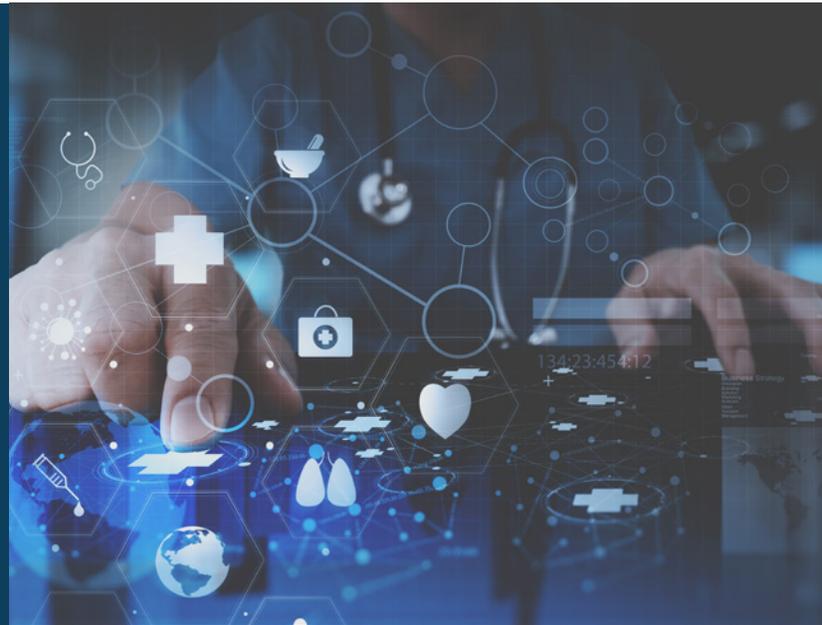
You and your customers have the same goal when it comes to in-field product/service problems: fast, painless repairs. But all too often the quest for speed results in high costs for medical device and technology OEMs, and more delays and hassles for customers who are already frustrated by products that aren't working.

Typically, expensive level 3/4 technicians answer inbound calls, spending up to 15 minutes discussing issues like entitlement, triage and dispatch. These types of discussions could have been handled by level 0/1 personnel who, by the way, also have soft skills that are more tuned for initial customer interactions. Not only is the direct-to-level 3/4 approach costly, it reduces the time premium technicians have to handle complex customer calls—which can result in longer wait times for problems that truly need their expertise.

OnProcess Triage Service

OnProcess Technology streamlines inbound support and helps you fix more customer problems quickly at less cost.

We pioneered post-sale supply chain managed services over two decades ago and it remains our sole focus today. Leveraging best practices honed over these years plus our advanced technology and analytics expertise, we offer specialized triage services that optimize operations and improve customer satisfaction for medical and technology OEMs.



Service Components

OnProcess offers world-class, follow-the-sun customer service in 23 languages. Working out of five centers of excellence in the U.S., Bulgaria, India and Costa Rica, our skilled agents improve the customer experience at every point of interaction.

- **Entitlement Verification** to make sure customers receive the right support
- **Level 0/1 Troubleshooting** to fix problems that don't require escalation
- **Remote Monitoring Data Capture and IoT-based Analysis** to pinpoint problem areas
- **Escalated Queue Management** when level 0/1 support isn't sufficient
- **Service Request Creation** when truck rolls are deemed necessary



OnProcess Triage Advantages

Save Money

Our level 0/1 support saves medical and technology OEMs from using expensive level 3/4 engineers for more routine issues. In addition, when our analytics identifies parts needing to be replaced, we completely forgo the need for a higher-level agent.

Speed Repairs and Satisfaction

Highly skilled technicians have more time available to begin working on and resolving complex issues sooner. This makes customers happier and boosts Net Promoter Scores.

Work Smarter

OnProcess' analytics and reporting identify triage workflows that do and don't work well, and our trending and score-carding provides coaching opportunities for front-line agents.

Flex with Seasonality and Growth

We can tap into OnProcess' large, global pool of experts to scale up your service with minimal notice. This lets you quickly and cost-effectively handle events during peak times and growth phases, and easily scale down if needed.

OnProcess Technician and Parts Dispatch

For problems that can't be resolved during inbound calls, many clients take advantage of OnProcess' technician and parts dispatch service. We ensure the right technician and the right parts get to the right place at the right time via the most cost-effective means. This results in tremendous savings for clients, like the Fortune 500 IT company who saved \$3M in field engineer dispatches and \$8.7M in transportation annually.

To learn how OnProcess' triage service can save you money and make your customers happier, contact us at sales@onprocess.com or visit www.onprocess.com.

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