

NorthStar

Client Services



NorthStar Client Services is Intelerad's commitment to provide exceptional service experiences by fully understanding and addressing your unique challenges.

NorthStar Client Services accomplishes this by providing expert advisors who can define tailored workflows for your organization, reducing technical support response and resolution times with proactive monitoring and tracking systems, and offering dedicated teams whose primary focus is ensuring your long-term success.

Find your True North with
Intelerad NorthStar Client
Services

Here's what you can expect from NorthStar Client Services from first-contact to implementation, and beyond:

CLIENT SUCCESS SERVICES

- Dedicated Client Success Manager to proactively ensure that you achieve your desired outcomes at every stage along your journey, and that you realize continued value from our products and services
- Connect you with our teams of experts to enhance your workflows and recommend solutions that address your unique business needs, increase efficiency and ROI, and support your growth objectives
- Identify and suggest knowledge areas that would benefit from additional training, helping you to become more self-sufficient and allowing you to realize the full potential of your Intelerad solutions
- Gather your feedback, and advocate for your needs across key Intelerad departments and decision makers
- Manage important escalations and follow-up with relevant departments to ensure issues are resolved in a timely and effective manner

PROFESSIONAL SERVICES

- ♦ Dedicated project managers to oversee a smooth and timely deployment and ensure effective collaboration between stakeholders throughout planning and implementation
- ♦ Client-centric knowledge and education programs that empower your professionals, accelerate your time to value and maintain a high level of effectiveness as our solutions and your business evolves
- ♦ Vast experience in deploying and expanding Intelerad solutions and workflows for healthcare organizations of any size
- ♦ Broad portfolio of technical services to address your unique needs:
 - Installation and configuration of HL7 and DICOM interfaces to integrate Intelerad workflows into your existing systems
 - Streamlined data merges and migrations from other image archives and information systems (RIS, HIS, EMR)
 - Connecting to regional archives or image sharing systems
 - Re-architecting your system for new data centres, expansion or other related business demands
 - Adding new Intelerad modules to enhance your productivity

SUPPORT AND MAINTENANCE SERVICES

- ♦ 24/7 phone and online technical support and product assistance to help you when you need it
- ♦ Proactive monitoring services that allow us to identify issues early and ensure business continuity
- ♦ Highly-trained and responsive global support team that is strategically located in North America, Australia and the UK to ensure high quality support around the clock
- ♦ Preventative maintenance services to keep your system running at peak efficiency and providing access to the latest features and innovations from Intelerad
- ♦ Configuration change management to support changes in your IT environment
- ♦ Software and data migration when your servers approach end-of-life, providing uninterrupted clinical continuity in your workflow and patients' clinical history



We are Intelerad.
#1 in Enterprise Workflow.
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