SPOK CONSULTING SERVICES
## SERVICE OFFERINGS DESIGNED TO HELP YOU

CONSULTING SERVICES

With decades of experience, Spok® combines best practices and the latest in communication solutions to give you a full range of service offerings designed to help you maximise the use and value of your Spok® solutions.

We know your staff is busy and people are often pulled in many directions. If your team is stretched thin, we can help by coordinating the early planning stages of a project, conducting workflow assessments, supporting enterprise-wide rollout, and providing data management before, during, and after solution implementations. In addition, we can assess a solution currently in place to make sure you are fully utilising all of the available features.

WHEN IS THE BEST TIME TO ENGAGE CONSULTING SERVICES?

- When your organisation needs to integrate systems in new ways
- While preparing for an upgrade of your Spok system
- When your organisation will be deploying additional Spok solutions
- When your organisation needs to augment existing resources
  - Enterprise rollout
  - Data management
- Whenever you are wondering if you are getting the most from your system
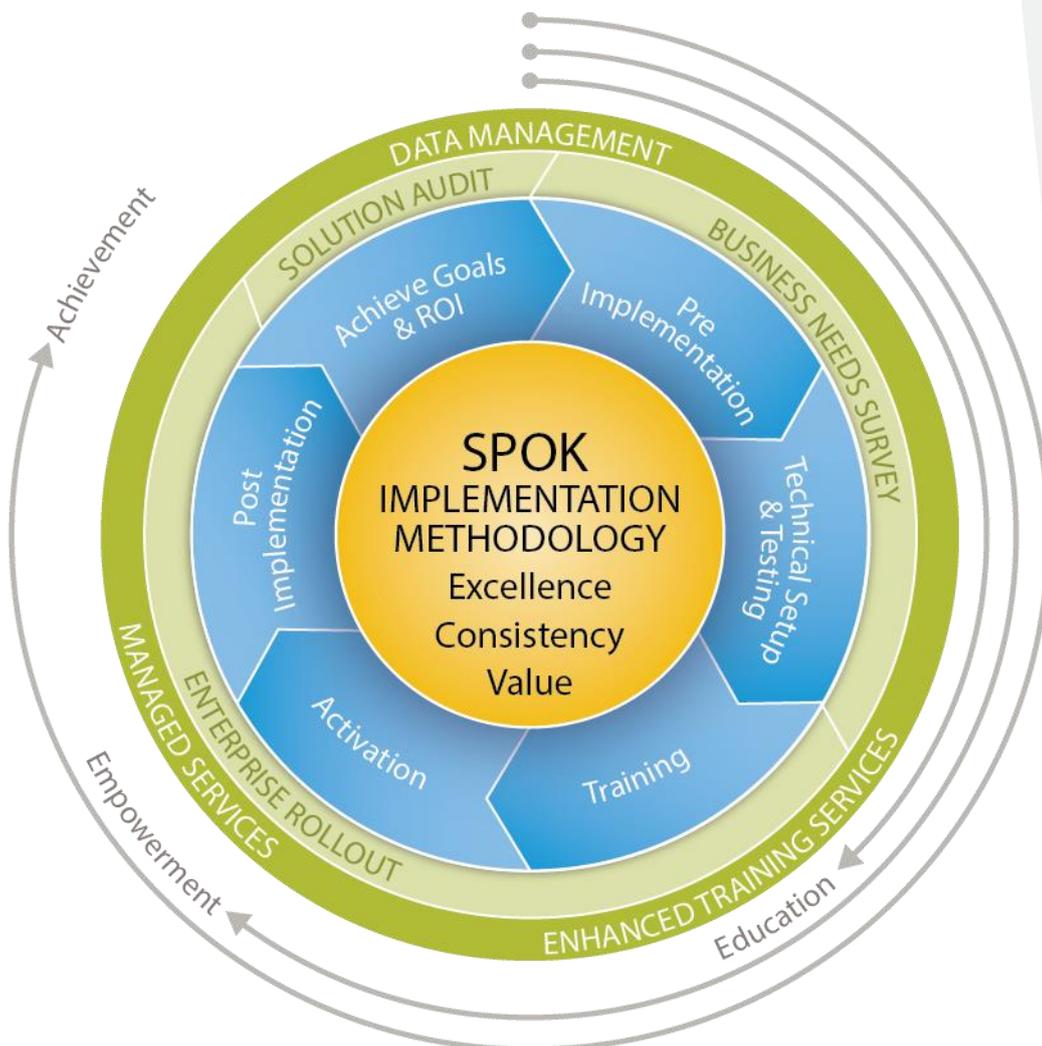
OPTIMISING YOUR SOLUTIONS AND CRITICAL COMMUNICATIONS

SERVICE	PURPOSE
Business Needs Survey	Determine scope of business needs
Enterprise Rollout	Prepare for and deploy applications
Data Management	Input data, build templates, evaluate data quality
Solution Audit	Maximise use of current Spok solutions

BUSINESS NEEDS SURVEY

Hundreds of healthcare organisations rely on the Spok product suite to enhance their communications and simplify clinical workflow processes. You can engage Consulting Services to guide the scope of your Spok deployment.

- Establish organisational goals and success factors
- Determine current business and individual stakeholder needs
- Optimise enterprise solution with best practices
- Review current workflow processes and other constraints
- Assist with technical and functional design to provide scalable solutions

> A Spok customer of five years wanted to integrate communications throughout their organisation and looked to Spok for guidance. Spok Consulting Services interviewed multiple departments to learn how communications should flow and then evaluated the data infrastructure. Spok and the customer determined how to consolidate and coordinate the movement of data. This allowed the customer to improve their workflows and reach their communication goals.

ENTERPRISE SOLUTION ROLLOUT

Consulting Services provides guidance before and during your Spok solution deployment.

- Assist with a variety of materials to help you best raise awareness and promote the rollout
- Deliver onsite presentations to employees to raise awareness
- Help establish and support pilot group
- Provide hands-on training to groups and individuals
- Create solution evangelists and help them be successful
- Assist with rollout to enterprise organisation

> A Spok customer was struggling with how to effectively roll out Spok Mobile® secure texting to their organisation. The customer worked with Spok Consulting Services to help them through the process. Spok provided onsite assistance to register users, install the app, and train staff on how to use the solution, leading to a successful rollout and employee adoption of the application.

SPOK SOLUTION AUDIT AND WORKFLOW REVIEW

Auditing an already deployed solution will help you identify opportunities for greater efficiencies and help prepare your organisation for new solutions and product upgrades.

- Evaluate current Spok solution(s)

- Interview key users and document the current process

- Recommend improvements

- Provide solution integrations

- Outline scalability and redundancy options

> A Spok customer knew they were not using their solutions to the fullest capacity. Spok Consulting Services audited the situation and completed the following projects:
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> - Re-configured system layouts
>
> - Improved cellular connectivity to enable faster messaging
>
> - Upgraded solutions to latest versions
>
> - Integrated data and systems to streamline workflows
>
> - Developed and deployed a training program
>
> These changes helped enhance the efficiency and satisfaction of their staff, who now use more features of their Spok products. This has saved time through simplified workflows.

DATA MANAGEMENT SERVICES

Spok Consulting Services can assist at any time with data management, from planning through post implementation.

- Help organise and input data

- Build and maintain notification templates and message groups

- Perform ongoing data analysis to ensure accuracy and consistency

    - On-call schedule validation

    - Duplicate data investigation

    - Validate contact information accuracy and update information as needed

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