Welcome to your
Silver Success Plan

Congratulations on your new purchase!

The sky is the limit with your Success Plan! At RLDatix we are committed to offering our customers the services they need to optimize the use of their software, and get the maximum value from their investment with RLDatix.

This reference guide is designed to help you become familiar with all the exciting benefits associated with your Success Plan.

Table of Contents

Overview

What's included in your Silver Success Plan?

Your Success Plan gives you everything you need to make sure you're getting the most out of your RLDatix investment. Take advantage of the personalized services and benefits listed below to utilize the full potential of your system.

	*Signature	Silver	Gold	Platinum
Optimization Services		●	●	●
Access to a dedicated Success Manager (SM)		●	●	●
Remote hours for hands-on configuration assistance, training, consultation, special projects and more		50 hours	100 hours	250 hours
Annual on-site visit by your Success Manager or an RLDatix Executive				●
Software Support	●	●	●	●
Access to product updates	●	●	●	●
Update services including new version installation and training			●	●
Technical services such as server migrations for on premise installations				●
HUB access	●	●	●	●
Support SLA guarantees				●
User Group Conference (RLDatix Palooza)	Fees apply	Fees apply	1 pass	3 passes or 1 pass including travel costs
Discount on additional passes			10%	10%
Additional Benefits			●	●
Discount on additional services			5%	10%
Preferential access to product advisory activities				●

The Success Plan term will align with the renewal period for annual support, and auto-renew on an annual basis. Either party may, by written notice at least ninety (90) days prior to the expiration of the current term, elect to change or discontinue the plan.

*The Signature Success Plan is available to every customer through Annual Support and Maintenance

Optimization Services

One of the core features of Success Plans is our optimization services, offered by our Customer Success team. Your dedicated Success Manager (SM) will help maintain your system, configure your forms, reports, alerts and offer advice on how to expand use of the system to meet new and evolving best practices. This service offers your organization many benefits:

Worry-free system configuration and maintenance provided by your dedicated Success Manager. Take advantage of this service during your implementation, after go-live or during a transition period to help build competency with your software.

More free time to help you focus on what really matters. We understand you're dedicated to improving patient safety. Let us support your patient safety initiatives by making the administration of a software system easier.

Optimize the use of the system by having a system expert regularly monitor the system, providing recommendations to optimize the software, and working with you to stay on top of the latest trends, features, and functionality. Your dedicated Success Manager can make recommendations to best utilize the system and provide the assistance needed to achieve your organization's goals.

Ensure against downtime and costs associated with staff turnover with the reassurance that you have continuous service from RLDatix's expert team regardless of staff availability or turnover at your organization. Our team of experts can also help with saving money on hiring, training and special system administration requests which are usually incurred during staff turnover.

Complete special projects with immediate assistance from RLDatix experts who can complete the work without adding extra responsibilities to your already busy resources.

Your Success Manager will design a plan suited to your specific needs. For more details on the scope of work included within the optimization services, please review the Statement of Work.

Any unused remote hours will expire at the end of the service term. Your Success Manager will ensure that you are kept informed of your hours so that you always know how many have been used. If all hours have been used before the end of the service term, the option exists to purchase additional hours, in 50 hour blocks, at the then published hourly rate. Additional hours must be used during the service term in which they are purchased.

HUB

Learn from your peers. HUB is your space to interact, connect and learn with RLDatix and its community members. This online platform is your one-stop shop for all interactions with RLDatix and its advocates.

Community

Ask questions, share ideas for product improvements or ideas to enhance your experience with RLDatix. Join groups to improve your workflow or see where you can find us next (maybe visiting a city near you!). The goal of Community is to connect you with your peers. If no one has answered your question in ~24 hours, someone at RLDatix will step in to help!

Knowledge Base

A place for you to access information from our experts to help with troubleshooting and transfer of knowledge.

Training

A place where you can access a variety of training resources to help you master your software and learn about best practices.

My Cases

A place where system administrators can submit optimization requests to their designated Success Manager, or submit cases to our support teams.

Rewards

With our loyalty program, customers can earn points by contributing in community on HUB, being a reference, providing feedback and much more. Customers can redeem their earned points for complimentary user group passes, services or software credits - to name a few.

Not sure where or how to get started on HUB? Don't worry, we are here to help! Once you are all set, we will share some participation guidelines as well as tips for engaging in the community for all first-time users.

For more information on HUB, please visit the RLDatix website at **www.rldatix.com/HUB.**

User Group Conference (RLDatix Palooza)

Engage with us.

RLDatix's annual user group conference is three insightful days of in-depth learning sessions, networking opportunities and fun surprises you won't want to miss. From engaging frontline staff in reporting to effectively using data to drive change - our user group conference has got something for everyone!

Our attendees also have an opportunity to expand their software expertise with practical, hands-on-training led by RLDatix product experts, and opportunities to expand their knowledge by sitting in on client success stories and amazing industry speakers. This conference is your one-stop shop to learn all the latest tips and tricks you need to leverage the tools we offer. And, as an added bonus, our evening events allow you to the experience the host city at it's best.

For more information on user group please visit:
www.rldatix.com/palooza

Please reach out to RLDatix's marketing department at
marketing@rldatix.com if you have any questions.

Contact

We've got you covered!

We are truly excited about your decision to become a Success Plan customer. We look forward to working with you and helping you reach new heights with your software.

Need some help?

Reach us through any of the portals below to get answers to any questions you may have about Success Plans:

Ask us your questions in HUB

hub.rldatix.com

Visit our website at

www.rldatix.com

Contact your

Success Manager