How can site visits help us?

I'm sometimes asked by customers about the value of the service, and whether they should add it on to their support contract. Customer site visits are a vital component of the support service we provide. They involve a qualified Sysmex staff member spending time at your site to review how our software is performing and offering assistance with any specific issues.

> " *Site visits offer a variety of benefits and customers often tell us that they have provided valuable insight into how they could use our products more effectively.*"

Site visits offer several benefits over and above a standard support contract. Their main objective is to make sure our products are functioning at their optimum level. Seeing the software operating in your environment is the best way for us to do this. During the visit, we can observe how you use the software and any specific areas or functionality that may not be working for your organisation or workflow. Sometimes problems are difficult to communicate over email or phone, and users may have figured out a workaround rather than logging a support request.

Site visits also provide an excellent opportunity to capture any ideas or suggestions you may have for future enhancements to our products.

Site visit agendas are individually planned at the beginning of the year to ensure you get the most benefit out of the visits. Activities that can be undertaken during a site visit include identification of future training requirements, training to help with particular issues, auditing, requirement gathering, workflow analysis, problem-solving or other specific requests. Being on-site, we can check that the software is configured correctly for your workflow, and may be able to suggest improvements. For example, a multi-day site visit could incorporate time allocated to resolving a particular problem, followed by training on the subject so that end users are able to manage the same situation themselves in the future.

Following each site visit, a comprehensive report detailing the events of the visit, and any recommendations for improvements or software configuration changes can be compiled and provided to you for future reference.

From our perspective, site visits increase our knowledge of the unique workflows and processes that may be specific to each individual site and help us build better relationships with the end-users of our software. Both of which assist in improving our in-house support processes so that we can provide more beneficial responses to future support requests.

Site visits offer a variety of benefits and customers often tell us that they have provided valuable insight into how they could use our products more effectively. They also allow us the opportunity to build a stronger working relationship with you and make sure we continue to meet your needs into the future.

About Jan Preston

Jan Preston is the Delivery Manager at Sysmex and oversees product implementations, training, and quality assurance of the Delphic LIS suite. She has an extensive knowledge of all Sysmex products and has been instrumental in implementation projects in Canada and throughout New Zealand over the last fifteen years.