Working with our customers

A partnership for success

Onboarding Radar Healthcare

We know that implementing a new piece of software across an organisation can be daunting, but with Radar Healthcare, you'll have a dedicated Project Manager to assist throughout.

The stages of onboarding Radar Healthcare are:

1 Project Kick off

Starting with a Kick Off call with your Project Manager and Customer Success Manager, we'll introduce you to Radar Healthcare, discuss your project delivery and set up your login details for your staging and live accounts. Your staging account is used for learning and testing configuration, and your live account is used to complete your final configuration when you launch the system and use it.

Once we've discussed how you would like to implement the system and your key aims and objectives, your Project Manager will send you your own Onboarding Plan to ensure success.

2 Learn, Configure, Test

You'll have regular calls with your Project Manager to:

- Provide you with an introduction to each Radar Healthcare module you have purchased
- Guide you through the configuration and key decisions
- Answer your questions and direct you to useful resources to assist your learning about Radar Healthcare
- Train you in using Radar Healthcare to its full potential

You'll need to dedicate time to your Radar Healthcare system in between your onboarding calls to ensure a successful launch:

- For larger organisations we recommend 2 days a week over a 12-week period
- For smaller organisations using our out-of-the-box configuration we recommend 2 hours a week over a 5-week period

3 Launching Radar Healthcare

Once you're ready to launch Radar Healthcare into your organisation, we'll provide you with a checklist to ensure nothing gets missed in the transfer from your staging to live account.

We deliver training as part of your onboarding, and you'll be able to decide how to share this information to your wider staff. We provide support and resources to help ensure your launch is as successful and impactful as it can be. Our launch kit contains useful information to announce Radar Healthcare successfully to your staff and includes email templates and posters.

Your path to success has just begun

At Radar Healthcare our Customer Success Manager's goal is to build long-term strategic partnerships with our customers to ensure they maximise the value of our software. We help to successfully instil a culture of continuous improvement and deliver improved outcomes.

From pre-project discovery to end-user engagement and expansion, our customer success team is always by your side, committed to enhancing your overall experience with Radar Healthcare.

You'll have regular calls to manage any day-to-day issues, inform you of product changes and capture your critical product feedback.

We understand that your organisation will be continuously changing, and your Customer Success Manager will be there to advise and recommend any product modifications to fit your needs.

Here are just a few of the items your Customer Success Manager will help with:

Customer journey – Regularly review all significant stages of the product journey and ensure you have support when you need it

System utilisation – Checking on how the system is meeting your needs and identifying any areas of improvement, while helping you promote the success of Radar Healthcare within your organisation

Measuring success – Guide you in identifying key success metrics and regularly analyse the real-time data in Radar Healthcare to evidence where these are being achieved

Customised product training – Making it easier for you to take full advantage of Radar Healthcare

Product feedback – Ensuring your feedback about Radar Healthcare is heard and acted upon

You're never alone - enjoy ongoing support

At Radar Healthcare, we pride ourselves on customer experience which is why we're rated in the top 10% of UK companies. Ongoing support and product maintenance is at the heart of our service delivery, because we understand that people and processes are as important as the software itself.

Our support and maintenance offer the reassurance that your business-critical software is fully supported, from day-to-day operations through to future proofing upgrades:

Service Desk

from **09:00am to 17:00pm**,
Monday to Friday except UK public holidays.

Online Support Portal, accessed via the system, provides:

Wide range of searchable articles	In-built guided tours of key features
Ability to raise and track support tickets	Forums to share best practice
Announcement area to provide information on software updates	Ability to request new features and vote on other people's suggestions

Product updates every 2 weeks

Our fortnightly product updates ensure our software is agile and evolves with you.