

# Go beyond the basics with Client Excellence

With all technology, there is a difference between the product's potential and the features that are actually used. This is called the consumption gap. RL Solutions wants to help our clients reduce the consumption gap of their RL Solutions software, which is why we've created the Client Excellence team.

The mission of this dedicated team of professionals is to add value and help you make a difference in your organization. We know that you want to engage your patients better—and we want to engage you better. The Client Excellence team will work with you to:

- Form an enduring partnership with RL Solutions
- Help your organization achieve its core business goals related to patient safety, quality and satisfaction
- Leverage RL Solutions software to aid medical leadership, nursing leadership, finance, etc.
- Take full advantage of your software through a range of complimentary and fee-based services
- Train your personnel to be real experts in our software
- Stay abreast of industry trends, requirements and software enhancements

“Most software companies just focus on implementing your software, and then only help you when you need support. At RL Solutions, we recognize that there is more to the equation for success. Our Client Excellence team is designed to offer value-added services that ensure our clients get the most out of their software investment.”

**Sheryl Moran**, VP, Client Excellence

# Client Excellence programs

- At **RL Solutions Academy**, clients access web-based software training, certificate programs and personalized offerings to support their specific learning needs.
- **Client collaboration groups and forums** nurture networking opportunities and allow our clients to share ideas with each other.
- **Roadmap to Client Excellence** ensures that you are optimizing your software investment and helps keep you on the road to success.
- **System Health Check** helps you regularly assess how your software is doing and identifies



where action is required.

- **Coaching for best practices** related to reporting requirements, Just Culture, CMS compliance and many other relevant topics is aimed at helping you achieve

Want to know more?



Please contact our Client Excellence team for more information

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