



Epic Concierge Support Program



LinkEHR combines Epic-experienced people with Helpdesk-like “Concierge” support to provide our innovative concierge support program. Our concierge support program serves as a first line of contact for your teams, but since we are trained in common Epic issues and we understand your organizations specific workflows, we are able to achieve world class first call resolution rates and provide quick and insightful end-user support.

Concierge Support Program Overview

LinkEHR supports the **FULL** suite of Epic applications, and our concierge support program is ready to solve **ALL** issues ranging from password resets to complex workflow assistance. Our concierge support team can be available 24/7 and we can get started quickly.

Concierge Support Program at a Glance

- ◀ Answers within minutes
- ◀ First point of contact for **ALL** Epic application support
- ◀ Epic knowledgeable support
- ◀ Eliminate repeat issues
- ◀ More cost effective than the traditional model
- ◀ We answer the phone as if we work for you

LinkEHR Concierge Advantage

Helpdesk can understand and speak intelligently about Epic. >>>>

Epic-smart helpdesk staff increase the scope of what can be resolved on the first call. >>>>

Epic-smart helpdesk staff collect the correct information and document more. >>>>

First call resolution rates increasing means less reliance on analyst staff for less complex issues. >>>>

YOUR Achieved Results

End-Users instantly feel supported, this “first impression” tends to carry through the whole end-user experience.

Greatly increased first call resolution rates and speed of resolution.

Seamless transitions to support analysts, and faster issue resolution even for complex issues.

Free up analyst staff to focus on capital improvement projects and may even lead to greater analyst staff retention.