

Customer Advocacy Account Management



At A Glance:

- Comprehensive account management assistance
- Single point of contact
- Committed resource for your individual needs
- Extended support services including on-site assistance, consultative business reviews, and weekly calls
- Award-Winning Customer Service

As a premier customer of McKesson Pharmacy Systems, you can be assured that your ongoing needs will be given the utmost priority through our comprehensive relationship management service, Customer Advocacy. This added-value service brings the full scale and resources of our organization to our clients via a manageable one-on-one relationship with your Customer Advocate.

Your Customer Advocate understands the challenges you face as an organization and will take the time to build relationships with your key personnel and learn your business model. He or she will actively partner with you making sure that you and your team are able to optimize all of the strengths of EnterpriseRx™ and McKesson. This approach ensures you obtain the knowledge, confidence, and freedom you need to keep your operations running at optimum levels.

From the first implementation meeting, through regular intervals of scheduled appointments, to biannual on-site business reviews, your Customer Advocate will become your trusted partner working with you to ensure your investment in EnterpriseRx achieves your organization's business goals.



Workflow Configurations
Accounts Receivable
Training Options
Long-term Care
Drug Database
Point of Sale
Central Fill
Account Management

MCKESSON

Empowering Healthcare

About MPS

With a wide array of solutions that **provide superior performance, functionality, and world-class support**, our complete portfolio can aid the entire pharmacy. Depending on individual business needs, a pharmacy management system along with its underlying platform can be chosen that will best address key drivers. Our cutting-edge technology solves the needs of community, chain, hospital, clinic, and long-term care pharmacies in all 50 states.

McKesson Pharmacy Systems

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Livonia, MI 48150

Benefits

Side-by-side Support

A true relationship manager, your Customer Advocate will:

- Act as a single point of contact within MPS and other McKesson business units when appropriate
- Facilitate communication between key personnel from your organization and McKesson

Pharmacy Implementation

- Helps ensure a smooth rollout of installs via a close working relationship with the Implementation team
- Track the impact of your technology investment over time once you've shared your business plan and growth objectives with your Customer Advocate

A Reliable Partner

- Communicate with your Customer Advocate on a weekly or bi-weekly basis to track project progress
- Work together to monitor your system's performance and optimize your settings to your individual preferences

Expert Consulting

- Twice a year, your Customer Advocate will travel to your location to conduct a detailed business review with you and your team
- Discuss specific operational goals with your Customer Advocate, who will make recommendations to maximize the performance of EnterpriseRx for your organization
- Benefit from your Customer Advocate's product training and extensive resource knowledge

Commitment to Excellence

At McKesson Pharmacy Systems, we believe quality is the key to business success. We recognize that your organization will have special configuration needs once you've adopted our system and your Customer Advocate will:

- Create, maintain and distribute documentation related to issue resolution and enhancement requests
- Troubleshoot issues as they arise and keep clear and open dialogue with all involved

To schedule a private demonstration or find out more information about McKesson Pharmacy Systems complete portfolio of product and service solutions, please contact us via the method of your choice:

Email: mps.info@mckesson.com

Internet: <http://ss.aboutmps.info>

Phone: 1.800.293.5197