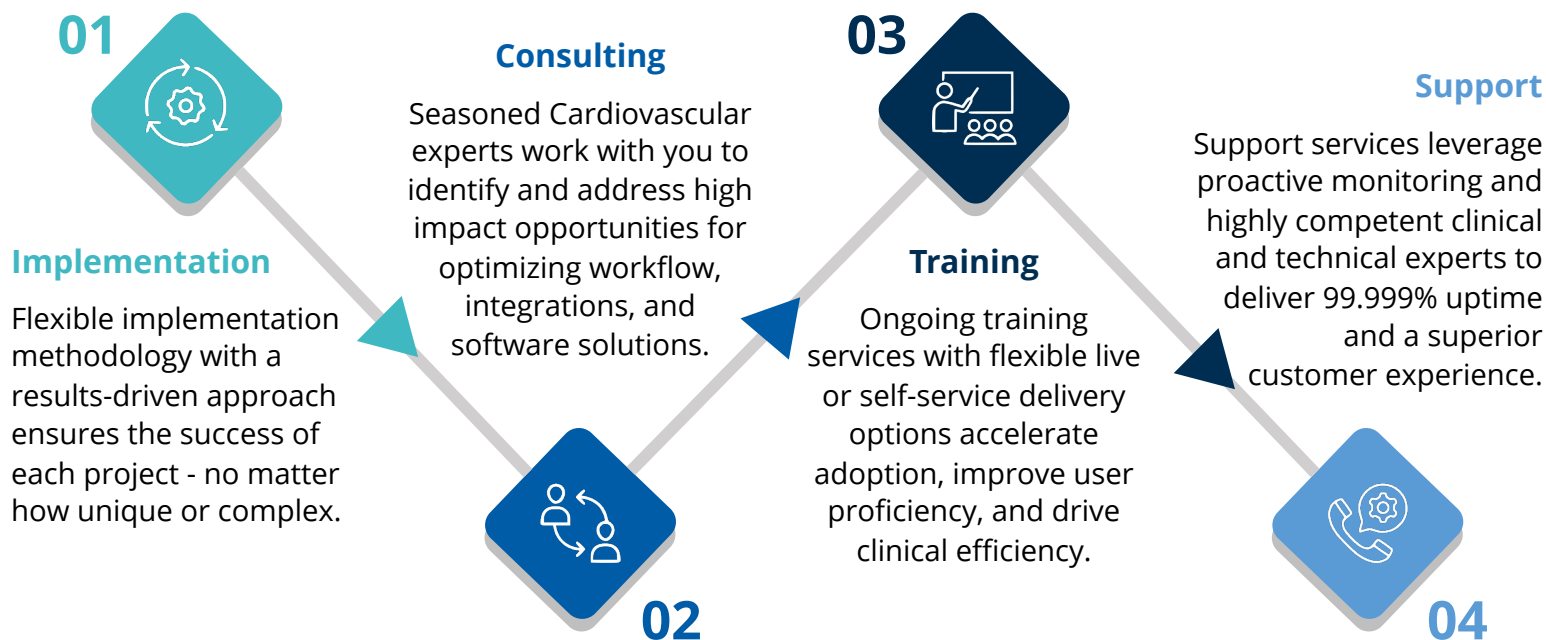# ASCEND

Professional Services & Support

ASCEND Professional Services & Support

Designed to Enable Continuous Improvement

With a long history of delivering on-time, successful implementations and a strong reputation for delighting customers, the ASCEND Professional Services and Support team is with you every step of the way - providing ongoing consultation, training, and support throughout the lifecycle of your ASCEND relationship.

01

Implementation

Flexible implementation methodology with a results-driven approach ensures the success of each project - no matter how unique or complex.

Consulting

Seasoned Cardiovascular experts work with you to identify and address high impact opportunities for optimizing workflow, integrations, and software solutions.

02

03

Training

Ongoing training services with flexible live or self-service delivery options accelerate adoption, improve user proficiency, and drive clinical efficiency.

Support

Support services leverage proactive monitoring and highly competent clinical and technical experts to deliver 99.999% uptime and a superior customer experience.

04

In addition to comprehensive out-of-the-box workflows and analytics, ASCEND offers an ecosystem of tools and services for profiling workflow patterns and driving targeted optimization.

Flexible implementation methodology with a collaborative, results-driven approach ensures the success of each project - no matter how unique or complex.

> **Our belief is that your clinical IT systems should not only serve your immediate needs but also consistently enable continuous improvement across your organization.**

Collaborative consultative services provided by Cardiovascular experts who work with you to identify opportunities for optimization and implement innovative workflow, integration, and analytics solutions.

Experienced project management professionals and a diverse team of clinical, technical, and integration experts support you every step of the way — from solution design to implementation and beyond.

Expert support services provide 24/7 coverage and leverage proactive monitoring and highly competent clinical and technical experts to deliver 99.999% uptime and a superior customer experience.

Ongoing training and education services with flexible and innovative live or self-service delivery options accelerate adoption, improve user proficiency, and drive clinical efficiency.

ASCEND

Consulting Services

ASCEND's cardiovascular and workflow experts provide a full spectrum of consultative services — from initial deployment to ongoing continuous improvement. Leveraging deep clinical and technical expertise and tools that profile usage patterns and workflows, ASCEND Consulting Services collaborate with you to identify areas ripe for optimization and implement innovative solutions and continuous improvement programs that leverage and augment industry standards (e.g. IAC, ACC, etc.).

Proactively identify areas that are candidates for enhancement or users who could benefit from additional training using data-driven tools that profile workflow and usage patterns.

Quickly and easily implement ongoing workflow optimizations using the Knowledge Base Editor, a web-based tool designed to provide users with access to configure, review, and maintain workflows and report content without sacrificing solution integrity.

Design custom reports and dashboards with simple, interactive data discovery tools or easily integrate with off-the-shelf BI platforms including Tableau, Power BI, and others.

Collaboratively design custom solutions that extend the ASCEND platform and data repository to achieve your organization's quality, efficiency, and financial goals.

Delivery and Support

ASCEND's team of implementation and support professionals are there to support you every step of the way — from solution design to implementation and beyond. Led by seasoned project management professionals and a team of clinical, technical, and integration services, ASCEND delivers tailored, reliable solutions and an unparalleled customer experience.

Experienced project managers and flexible implementation methodology leverage a results-driven approach to ensuring the success of each project.

Clinical, technical, and integration professionals design, install, and configure, and fine tune software, integrations, workflows, and analytics.

24/7 support services leverage proactive monitoring and highly competent clinical and technical experts to deliver 99.999% uptime and a superior customer experience.

Training and Education

ASCEND offers a range of training resources and programs to accelerate adoption, improve user proficiency, and drive clinical efficiency. With services ranging from a self-service client portal that includes comprehensive product tutorials to live remote or in-person sessions that provide a guided, hands-on approach to training, ASCEND helps clinical and technical users build skills and confidence that cater to a variety of learning styles and preferences.

Drive user efficiency and satisfaction with proven training methodologies like 'train-the-trainer' or through tailored training programs that accommodate your organization's unique staffing and expertise.

A rich, self-service client portal provides a single location for product tutorials, release information, implementation materials, and access to ASCEND support and training professionals.

Support users directly from within their workflow with one-click access to immediate assistance from product professionals who address training questions and problems in real-time.

ASCEND®

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