

Streamline goes beyond typical customer service by offering a Customer Success Program designed to help organizations use the SmartCare™ EHR to grow and succeed.

## Key Benefits

Streamline provides web-based, help-desk, and after-hours-call support to ensure that the SmartCare™ platform operates effectively. But we understand that EHRs are key to organizations' success. We go beyond solving current issues to helping customers use all of SmartCare's enterprise-wide functionality to succeed going forward. That's our Customer Success Program.

Core to the Success Program is each customer's Customer Success Manager. Customers can reach out to their Customer Success Manager to help with any specific needs, but the Manager's primary role is to meet with the customer team regularly to determine if there are additional ways SmartCare™ can help them, either now or in the future.

Because SmartCare™ is an enterprise grade, unified platform with all of the core functionality of a Behavioral Health and Human Services EHR is combined in one application, the Customer Success Manager can provide guidance and insight in all areas of the system.

The Customer Success Manager has access to Streamline's top functional experts. Many of our experts have worked in Human Services organizations and understand the technical, operational, clinical, and strategic issues these organizations face.

In addition, customers have access to their peers via User Groups to share insights and best practices on how others are using SmartCare™ to succeed.

[Learn More: streamlinehealthcare.com](https://streamlinehealthcare.com)