

Cegedim Rx Service Desk

Committed to Customer Support



cegedimrx
service
desk

Did you know...?

In the 6 months from February to July 2009, the Cegedim Rx Service Desk:

- Handled 43,239 calls
- Received an average of 7,206 calls a month
- Fixed 94% of calls within the assigned SLA

The Cegedim Rx service desk provides a full hardware and software support service which is open from 8.30am until 6.00pm Monday to Friday and 9.00am until 1.00pm on Saturdays.

The team of 30 experienced service desk analysts offers support and advice for all software and hardware problems and issues around clinical data.

This one stop shop service provides pharmacies with a single point of contact for all support issues. The team works within an ITIL (Information Technology Infrastructure Library) framework to ensure that it consistently provides a quality service to pharmacies.

To further enhance customer support a new customer relationship management system has been implemented. The new system rolled out in August 2009 and initially provides advanced reporting and call tracking to enable the service desk team to prioritise support calls more effectively, improve trend analysis and identify potential problems before they occur.

New functionality planned for later on in 2009 means that you will be able to receive email updates on the status of your call. The new system's delivery will take a number of stages, each giving you more visibility and providing the service desk with increased data to help direct and support future initiatives and to further improve the service that you receive.

The Cegedim Rx service desk is dedicated to resolving your technical queries quickly and effectively to minimise interruptions to your pharmacy operations.

**The service desk is available on
0844 630 2000**

 **cegedimrx**

PHARMACY HEALTH SOLUTIONS

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Call us on **0844 630 2002** (option 1) or e-mail leadsales@cegedimrx.co.uk for more information on all Cegedim Rx products and services.