



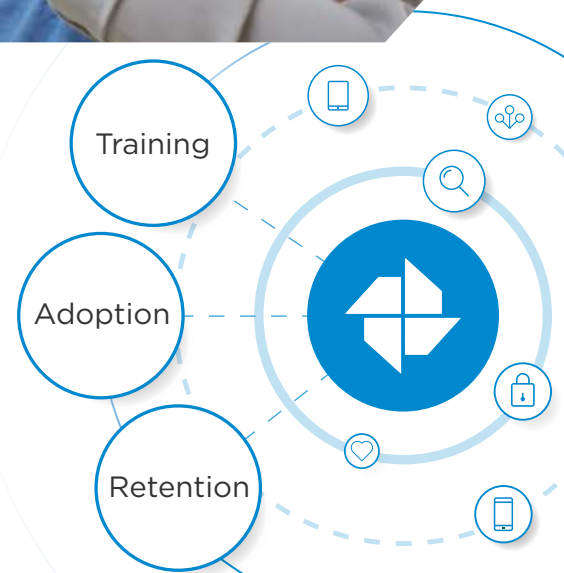
HyperCare

Experience Management

Service Overview

The first 2-4 weeks of any digital workplace transformation are a hypersensitive period. As a part of Yorktel Consultancy's three-pronged approach to managing how users experience changes in technology in the workplace, HyperCare is used to continue Adoption, reinforce Training, and ensure knowledge Retention.

Trained HyperCare staff are strategically placed on site to provide end users with high-level support for newly deployed technologies.



Roving Support

walking office floors to provide in-person high-level support



Clinical Sessions/ Office Hours

personal 1-on-1 help sessions



Analytics

insights on user productivity and product performance



“ Successfully moving 2100 people and helping to foster a new collaborative workplace environment couldn't have been done without such an outstanding and collaborative team that has a passion for the client's user experience. Whenever there was an issue, [the] team took the problem with a sense of urgency and ensured the client was satisfied. ”

- Head of
Workplace Services
Pharma

Service Benefits

As users enter new workspaces, they will require the most handholding as they learn how to use new technologies. HyperCare service is provided during this sensitive time to build familiarity and ensure adoption and onboarding.

HyperCare resources act as the first point of contact for ANY questions or issues, ranging from tech and video collaboration troubleshooting to questions about the facility. Having a team on site after deployment, Yorktel Consultancy also represents the voice of the user. They advocate for the end user, reduce fear of change in order to increase the rate of adoption, and advise management of user trends and challenges via HyperCare Analytics.

Customer Successes

Debt Buyer

Pharmaceutical

	Debt Buyer	Pharmaceutical
Challenge	<ul style="list-style-type: none"> • High attrition rate • New locations, fast growth • Limited resources 	<ul style="list-style-type: none"> • Digital Workplace Transformation: new tech, workspaces, work culture • Limited resources
Solution	<ul style="list-style-type: none"> • Proven and refined HyperCare service delivery methodology • Readily available and well-trained support staff in a scalable model 	
Impact	<ul style="list-style-type: none"> • Realize high adoption of technology changes • Single source trusted advisor for technology and human engagement • Increased ROI for digital workplace investments 	

Contact Yorktel Consultancy and begin your HyperCare experience today!



Contact us

YORKTEL North America
81 Corbett Way
Eatontown, NJ 07724
1-732-413-6000
1-866-836-8463
knowmore@yorktel.com

YORKTEL EMEA
3 Hazelwood Lime Tree Way
Chineham Park
Basingstoke Hampshire
RG24 8WZ UK
+44 (0) 1256 372700
+44 (0) 800 096 6396

