The TELCOR Difference:

Committed to Ensuring Customer Success

People, product, and service: we are committed to providing customers a best-in-class experience.

Our commitment to customers is to evolve our product as the industry continues to change. We work with customers who have top-down buy-in needed to revolutionize back-office processes. Customers have unlimited access to the TELCOR team for questions, configuration assistance, troubleshooting, and product information.

Implementation

Our implementation methodology is dynamic and more robust than what you typically find for a software implementation process. We offer a hands-on, personalized approach to understand your current processes and identify how our solution gives you the best return on your investment.

While a timeline is established, you stay with your dedicated TELCOR project team until your key performance metrics are met. Sticking by your side throughout implementation allows us to identify opportunities for improvement within your current billing procedures.

Service

As you transition from Implementation to Service, knowledge about your business requirements and workflow is transitioned to our Service team. The Service team tailors assistance based on your needs. Our highly-trained Service Analysts are available for troubleshooting, answering questions, and guidance on key business decisions. Additionally, Service helps customers plan for implementing new versions and can assist with the validation of new features.

Extended Assistance

Customer engagement doesn't stop with implementation or service. As your organization grows and changes, we work closely and assist with your evolving needs. New team members? We can provide training. New acquisition? We will help set up the new entity to see the data under one company or individually with as many different entities as needed.

Professional Services

As time passes, your needs may evolve. Engaging the use of our Professional Services helps you meet organizational goals or resolve any gaps. These services include business management consulting, process optimization, supplemental implementation services, and much more to meet your organization's needs.

Upgrades and Enhancements

Features and functionality are constantly being developed based on customer requests, regulatory changes, updated payer requirements, and the evolution of the ever-changing laboratory billing industry. New versions are provided at no extra charge; they are part of the annual service agreement. We release new versions to customer test systems accompanied by complete documentation detailing system changes. Once approved by the customer, the new version is implemented on the production system.