

CRT[®] Managed Services

Making Feedback Easy

To compliment our self service software, ViewPoint RCS, CRT offers a fully Managed Service for taking care of any and all aspects of your research.

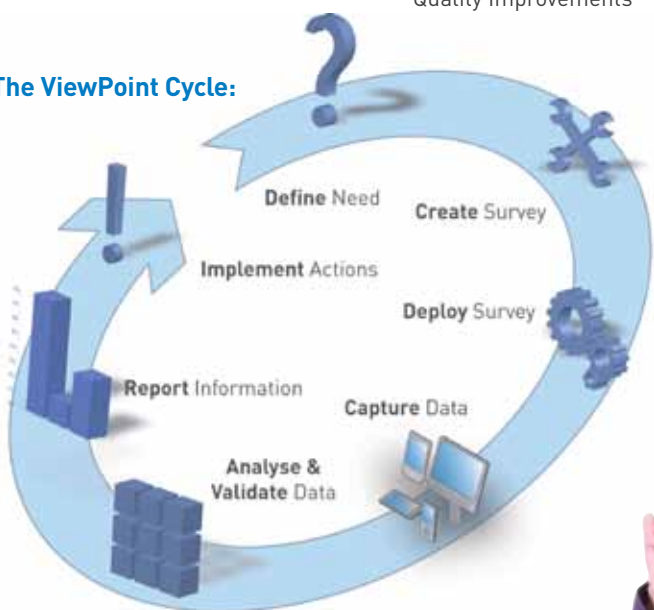
As the leading supplier of automated feedback solutions, CRT is strongly placed to manage point of experience engagement projects across a wide range of environments. We can undertake your research projects or work alongside you; you choose the extent of our involvement. Many of our clients elect for our Managed Service as they need their staff to remain focused on their core functions.

What we offer:

Let us implement and manage your ViewPoint solution from beginning to end;

- Survey Design
- Survey Language Translations
- Device Logistics Management
- Survey Data Analysis
- Bespoke Reports and Reports Scheduling
- Research Consultancy and Support
- Action Planning and Quality Improvements

The ViewPoint Cycle:



Customer Research Technology can develop a Managed Service solution unique to you, built around your operational requirements.

For your initial consultation about our Managed Services:

02476 608 830



The system truly is helping us to shape community services.

Ian Tritschler, Associate Director of Business Intelligence and ICT, NHS Islington - Provider Services



Benefits

- Efficiency - Key personnel not tied up in non-core tasks
- Accessibility - Maximum patient involvement, with our expertise in producing well designed surveys
- Personal Service - Ward to board level reporting, produced to your specification
- Timeliness - Automated reporting, with dashboards e-mailed on time every time
- Reliability - Trust the quality of your reports and have confidence recommending service improvements
- Professional services managed for you
- Benefit from 10 years of experience

"Feedback from patients and visitors to the Trust is very important. The ViewPoint patient survey solution is allowing us to obtain patient feedback in a simple, timely way."

Denise Carroll Director of Clinical Governance Royal Liverpool & Broadgreen Hospital

"Special thanks to CRT, who work with us on supporting the implementation process and capture of patient data. It provides great learning and insight to the challenges of care in today's acute settings."

Mandy Wearne Director Service Experience Inspiration North West (North West SHA)

To find out more please contact us at:

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