

# StarCare CX

CUSTOMER EXPERIENCE PROGRAM



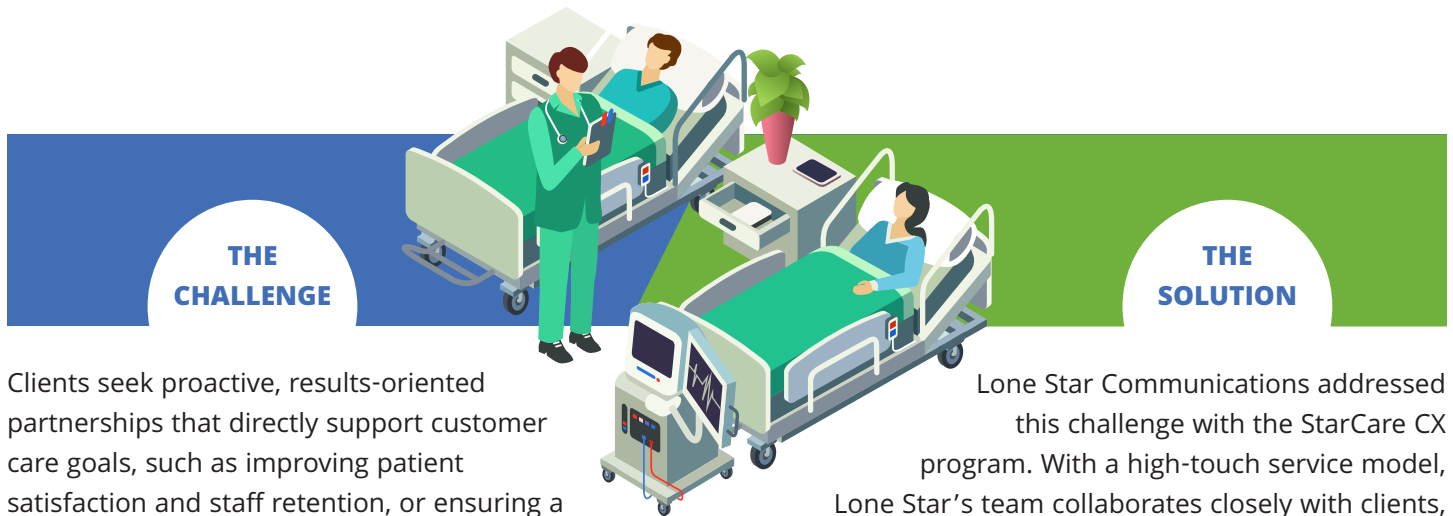
## Overview

Lone Star Communications' StarCare CX program marks a shift from transactional services to a collaborative, results-driven model focused on long-term partnerships with providers. Through quarterly check-ins and proactive engagement, Lone Star aligns its technology solutions with client goals, addressing critical industry and customer needs.

This after-market support service helps providers improve organizational outcomes and meet key metrics. By becoming a proactive partner and tailoring support to meet the unique needs of each client, StarCare CX helps providers optimize customer care and operational efficiency.

***“With our StarCare CX program, you’re not just purchasing equipment—you’re gaining a dedicated partner who’s there to ensure your systems continue to work seamlessly, providing a safety net that supports your success long after the sale.”***





## THE CHALLENGE

Clients seek proactive, results-oriented partnerships that directly support customer care goals, such as improving patient satisfaction and staff retention, or ensuring a safer learning environment and more effective crisis response. To meet these demands, Lone Star must not only provide cutting-edge technology but also deliver continuous, tailored support that aligns closely with each client's specific needs.

## THE SOLUTION

Lone Star Communications addressed this challenge with the StarCare CX program. With a high-touch service model, Lone Star's team collaborates closely with clients, leveraging deep industry expertise to tailor tools that improve organizational outcomes. This ongoing engagement ensures that Lone Star's solutions remain responsive to the ever-changing industry needs, delivering measurable results and fostering long-term client relationships focused on enhancing customer care and safety.

## Here to Serve Every Need

StarCare CX is built around three pillars to ensure seamless, tailored support for providers:

### 1. Proactive Partnership

- ✓ Quarterly on-site visits with your leadership team
- ✓ Customized roadmap development
- ✓ Regular workflow optimization
- ✓ Continuous staff training and support

### 2. Guaranteed Response

- ✓ 1-hour contact response time
- ✓ 3-hour on-site response when needed
- ✓ 24/7 Help Desk availability
- ✓ Regular system updates and maintenance

### 3. Predictable Experience

- ✓ Known pricing structure
- ✓ Defined service deliverables
- ✓ Regular performance reports
- ✓ Annual software updates

## Innovative Solutions for Better Outcomes

### Clinical Alarm Management



Too many alarms create noise and stress. We help you cut through the chaos with our alarm-analytics-as-a-service.

### Fall Prevention



Patient falls are preventable. Our implementation of the Tailored Interventions for Patient Safety (TIPS) methodology has helped hospitals dramatically reduce falls and injuries.

### Patient Experience Design



Great patient experiences don't happen by accident. Our evidence-based rounding playbook helps you build trust, enhance communication, and improve safety across your facility.

### Rauland Enterprise Onsite Deployment



As the world's leading Rauland integration company, we bring you the best in nurse call technology. But we don't just install it – we ensure it works seamlessly with your workflows and supports your team's needs.

## Elements of Engagement

### Quarterly Check-ins:

Regular on-site visits to assess workflows, review technology performance, and identify areas for optimization, ensuring the solutions evolve alongside client needs.



### Goal Alignment:

A focus on understanding each provider's unique goals, allowing Lone Star to tailor technology solutions that address specific challenges.



### High-Touch Support:

A hands-on approach involving direct communication and support from Lone Star's team.



### Measurable Outcomes:

Emphasis on data-driven results to track improvements in critical metrics that impact customer success.



### Collaborative Partnership:

Continuous support, training, and feedback loops that help clients adapt to ever-changing needs.



## Customize Your Coverage

StarCare CX provides customizable service packages to meet the unique demands of providers:

### 1. System Monitoring

- ✔ 24/7 uptime monitoring
- ✔ Proactive issue detection
- ✔ Real-time alerts

### 2. Maintenance Services

- ✔ Code testing
- ✔ Battery maintenance
- ✔ System preventative care

### 3. Enhanced Support

- ✔ Extended labor coverage
- ✔ Parts coverage
- ✔ Monthly data reviews

### 4. Training & Development

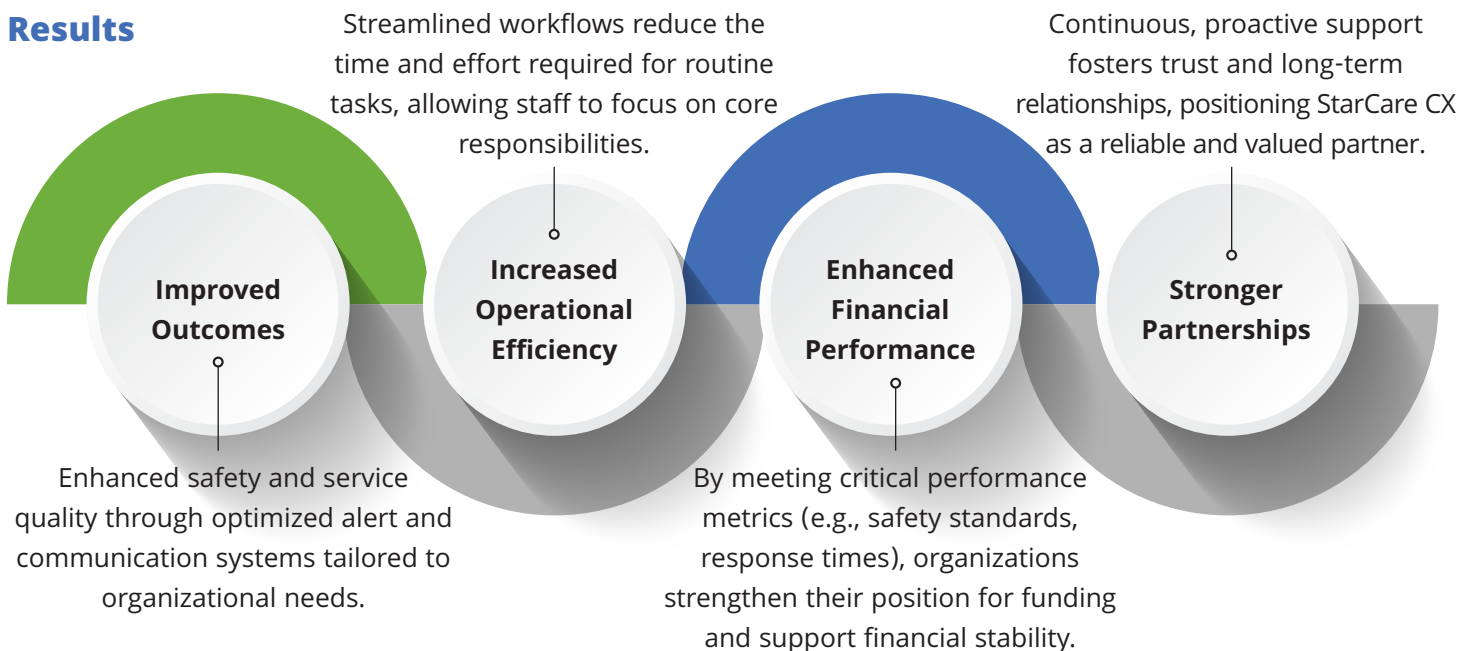
- ✔ Hardware certification
- ✔ Workflow optimization
- ✔ Staff training programs

### 5. Data Analytics

- ✔ Proactively focus on your system's data to identify issues and opportunities for improvement
- ✔ Provide tools beyond those provided by the original manufacturers to optimize our support
- ✔ Option to provide a single pane of glass to consolidate information to eliminate silos



## Results



## Conclusion

We don't just maintain your systems – we help you get the most out of them. Our proactive approach means fewer disruptions, better performance, and more time for you to focus on what matters most. With flexible service options and predictable pricing, you can create the perfect support package for your needs.