



**eccovia**<sup>®</sup>  
REAL SOLUTIONS • REAL PERSON IMPACT

# PLATFORM SERVICES

We do the heavy lifting so you can focus on your clients.

- » Work with experts who understand your clients' needs.
- » Optimize your ClientTrack<sup>®</sup> system and experience.
- » Free up your staff to focus more on clients.
- » Grow your organization with a dedicated industry expert.
- » Increase your operational efficiency.
- » Platform Services offers:
  - » Resource and project continuity
  - » Diverse skills for your ClientTrack implementation
  - » Cost savings over individual resources

## Flexible Delivery for Long-Term Success

You might not need a full-time employee to administer your ClientTrack<sup>®</sup> environment, or you might be an admin yourself with limited time and bandwidth to do all that needs doing. That's why outsourcing your ClientTrack administration to our Platform Services team gives you more technical flexibility and organizational efficiency—all so you can serve people in need. Platform Services administrators manage the support, maintenance, and data standards for your implementation, allowing you to focus on your organization's long-term objectives. Our admins are knowledgeable partners who can help ensure continued compliance with federal partner standards, advise on best practices, and administer day-to-day system operations.

## Educated and Experienced for Project Continuity

Engaging with Platform Services means you don't have to hire and train a new administrator to understand ClientTrack. Every team member is a vetted, qualified professional who will support and enable your organization to do its best work. With decades of combined ClientTrack database-management experience, any member of the Platform Services team can drive ClientTrack to do more for your organization.

## Dedicated to Process Improvement

The more you engage with Platform Services, the more value you get. Platform Services doesn't just get things done "the old way"—it makes things better for long-term, organizational resilience. Your ClientTrack implementation will constantly improve as we manage requests efficiently, escalate quickly, and adjust to unexpected issues.

A good in-house administrator can make your implementation run smoothly, but a dedicated Eccovia administrator will also carefully observe and proactively monitor your implementation, continually consulting with you after identifying potential improvements.

## Services Included

### Issue identification and resolution

- » Platform Services experts proactively identify and help you fix inefficiencies.
- » Our admins tailor their approach to your needs, answering any and all questions you could have.

### Best-practices training

- » Admins will provide custom training and documents for your team members.
- » Session recordings are made available the same day so your users can learn on demand.

### Documentation

- » Any change to your data, workflow, or collection process is carefully documented for future training and reference.

### Monthly task reporting

- » Admins provide monthly progress reports displaying the work done on your behalf.
- » You are empowered to make the right decisions about the service you are receiving for your population.

### Community support

- » Whether your community meetings are weekly, bi-weekly, or monthly, our admins can act as active, participating members.

### Compliance navigation

- » Your dedicated expert is a participating member through every step of the data-collection process. They follow the specifications, from conception to engineering, to implementation—ensuring your data is being accurately captured.
- » On a monthly basis, your admin will carefully comb through your system-generated reports to ensure your data-quality errors occur at a rate of 5 percent or less. Our admins assist in every step of the data-standards update process, thoroughly testing new updates to ensure data is accurately captured and to alert you to any issues.

## How It Works

Your engagement with Platform Services is determined by your needs. Monthly hours of labor range 20–128 hours.

### 3-month engagements include:

- » Training and documentation
- » Issue resolution

### 6-month engagements include:

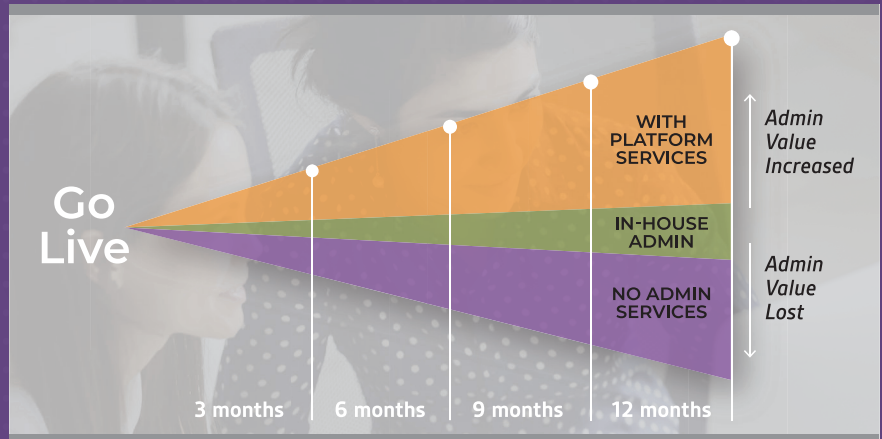
- » Tailored workflows
- » Implementation of new ClientTrack features

### 9-month engagements include:

- » Custom queries
- » Custom data domains

### ≥12-month engagements include:

- » Feature enhancements
- » Full admin integration with your community



*The value of labor hours by Platform Services increases over time, compounded by more usage*

Eccovia's Platform Services team serves many communities across the country. This wide perspective allows our team to gain a strategic perspective on data collection policies, practices, and trends. Your organization—and therefore community—will benefit from the access to emerging solutions and strategies being used nationwide.

## What Now?

We're ready to go the day you sign up. Every admin is prepared to jump in and provide quality consultation and administration from day one. When you're ready to learn more about Platform Services, we'll start with the following:

1

### DISCOVERY

Thorough investigation of your community's needs

2

### SCOPE

Determination of how many hours of work you need (20–128 hours per month)

3

### STRATEGY

Operational planning to maximize your ClientTrack investment

Ready to learn more? Visit us at [eccovia.com](http://eccovia.com) or call **888.449.6328** to speak with one of our experienced experts.



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Eccovia is a trusted provider of industry-leading software and services for health and human service organizations. As an innovator in cloud-based technology, we are at the forefront of case management solutions for organizations of all sizes. With diverse partners in the non-profit, private, and public sectors, Eccovia Solutions is dedicated to providing compliant, collaborative, outcomes-oriented solutions to those who create a lasting impact in the lives of the people and communities they serve.