

# OnShift Customer Success Management: An Extension Of Your Team



Collaborate with a dedicated partner to establish a roadmap for success, proactively monitor key metrics, and develop continuous improvement plans to ensure your organization meets its workforce goals.

## Tap Into Industry Experts

Stay ahead of the curve with a team that understands the unique staffing needs of long-term care & senior living providers.

## Optimize Your Workforce Strategy

Experience ongoing improvement with proactive recommendations through proven best practices gathered from 6,000+ senior care organizations.

## Bring Best Practices To Life

Take swift action on areas of improvement uncovered during ongoing check-in calls and business reviews.

## Stay Ahead Of The Competition

Get personalized recommendations based on the latest workforce trends and best practices in recruiting, scheduling, employee engagement and retention.

**OnShift's Customer Success Management (CSM) program gives you personalized guidance from senior care experts and support from a dedicated partner assigned to your account.**

- Outreach from your CSM on community adoption, workforce management best practices, product updates, training resources, and webinar reminders.
- Recurring meetings with your CSM to review community performance, successes, and opportunities.
- Liaison between your organization and other OnShift departments, such as support, integrations, and product development.

**“The partnership with OnShift is beneficial in helping drive new ideas, innovative programs and efficiencies and having, truly, what I consider experts in staffing helping us with those decisions.”**

— Jonathan Westbrook, Vice President of Operations, Belmont Village Senior Living

Learn more at [OnShift.com/Customer-Experience](https://OnShift.com/Customer-Experience)



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