



## Ambassador Scheme

Our sales and communications people work tirelessly to explain how Surgery Connect is becoming the primary choice for telephony in Primary Care, improving experience for staff and patients alike.

But the best recommendations always come from our existing customers. As the takeup spreads across the UK, there are areas where we'd like help to spread the message, so we are offering a limited number of new practices the option to enroll in our Ambassador Scheme.

A practice on the scheme is prepared to say a few words about their experience with Surgery Connect to others who may be considering a change in phone system, either mentioned by them in passing or because we've given your name to them. We know your time is precious, so we will limit the demands on it. We'd appreciate a case study as well, but we will put this together with the help of a few quotations from you.

In return, you will be entitled to a substantial Ambassador discount on monthly rentals. And we know that even the best system may not be 100% perfect, so you will have a say in how the system can be made even better to work for you and your patients. Your comments will be fed directly back to our development team and you will be the first to benefit, so long as your requirement is something feasible.

### What We Ask Of You

- Take a few phone calls from prospective Surgery Connect customers to share your experiences. Absolutely no more than 4 a month!
- Occasionally, when convenient, allow a visit from a prospective local Surgery Connect customer to see it in action.
- Participate in the preparation of a Case Study.
- Feedback any improvements you would like to see in Surgery Connect or concerns you may have via our Account and Product Managers - don't sit on them!
- Submit reviews to supplier websites such as Practice Index

### What You Get

- A substantial discount, to be agreed with your Account Manager.
- Feature requests accelerated onto our Product Development Roadmap.
- A place on the Surgery Connect Product Forum, recommending best practice for handling patient calls, reminders and communications within the surgery to improve efficiency and patient experience.

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