Craneware Internal Help Guidelines

The Craneware Resources listed below are available to help you get answers to any questions, issues or concerns that you may encounter as a Craneware employee. Feel free to contact any listed resource via email or phone for assistance.

Human Resources – hr@craneware.com; 404-364-2085 (US) or 011- 44-131-550-3143 (UK)

- Benefits, including Leaves of Absence
- Policies and Procedures*
- Employee Referrals
- Employee Relations

-Business Cards will be automatically ordered; new hire will receive 4-6 weeks after employment

Systems – it@craneware.com; 615-869-4051

- Computer Issues Technical & Software
    - Hardware Issues
    - Issues with use of any standard Microsoft Products
    - Issues Connecting to the VPN
    - Issues with Home Office Network
    - Data Deposit Box
- Landline
    - Mobile issues: RCG , Corporate Account Support Team; 615- 567-2222
        - Link within the Craneware Launchpad (AT&T Phone)

Client Services – support@craneware.com ; 1- 888-601-4162

- Craneware Software Installation Help and Issues
    - Chargemaster Toolkit®- CMT
    - Online Reference Toolkit® - ORT
    - Bill Analyzer Software® - BA
    - Patient Charge Estimator® – PCE
    - Pharmacy Charge Link® – PCL
    - Price Analyzer™- PA
    - InSight Denials®-ISD
    - InSight Medical Necessity®- MN
    - InSight Audit®- ISA
- Reporting any software related issues experienced by clients other than issues with the Interface Scripting Module.

Interface Scripting Module Team – ISM@craneware.com

- Any questions related to the Interface Scripting Module (ISM)

User Groups – usergroups@craneware.com

- Questions related to Craneware User Group Events internal & from clients

Accounts – accounts@craneware.com

- Questions about Expense Reports/Procedures

-Everyone receives an email from accounts prior to expenses being due each month

Client Education and Training – traning@craneware.com

- Client Requests for Additional Training
- Questions about Training Events Center

Business Intelligence Group- BI@Craneware.com

- Questions regarding the CRM
- For Sales, Funnel through Nicole Breton; N.Breton@craneware.com
- HUB and all other Craneware internal systems
    - Access to/Use of HUB
    - Access to/Use of Hospital Query System (HQS)
    - Access to/Use of to Customer Order Tracker (COT)
    - Access to/Use of Support Call Tracker
    - Access to/Use of Installations Tracker

For Sales, Funnel; info@craneware.com

Marketing – marketing@craneware.com

- Questions regarding Company and Product Messaging
- Questions regarding appropriate Branding
- Questions regarding Marketing Materials
- Questions regarding Case Studies
- Questions regarding Trade Shows

Sales Demonstration Support- cpssales@craneware.com

- Questions regarding Demo Support

Sales – sales@craneware.com

- Questions regarding the sales process
- General Questions when you are not sure which sales person to contact