

# 📍 SaferMe

---

## SaferMe HSC Support



# SaferMe Support to Health & Safety Consultant

## What we provide:

- Personal partner contact
- Access to SaferMe Help Center articles and YouTube videos
- Health & Safety Consultant specific training modules
- Quarterly account call
- Product webinars
- Marketing collateral
- Preferential response time within 24 hours for any medium-high rated issues
- Access to both email and phone support
- Personal 2 x 60 minute training sessions with annual refresher sessions

---

# SaferMe Support to Health & Safety Consultant

## SaferMe Customer Success team leads first two client rollouts, and will support the Health and Safety Consultant with the third

When it comes time to schedule your client Admin training, it is expected that SaferMe will assist with at least the first three clients.

### **First Client**

SaferMe Customer Success team leads the admin training with your first client. You join, observe, and contribute your expertise when required.

### **Second Client**

By this stage, we hope you are comfortable running a section of the admin training. You may choose to demonstrate how you would expect the admin to complete and manage specific reports.

### **Third Client**

We welcome you to drive this training if you feel comfortable to do so. A SaferMe representative will attend to jump in if you need help.

---

# SaferMe Support to Client

## What we provide:

### Free

- Access to SaferMe Help Center articles and YouTube videos

### Lite - All that is provided in Free, and

- SaferMe only provides email support for technical questions ie. user locked out of accounts, app not working
- Access to SaferMe Help Center articles and YouTube videos

### Standard - All that is provided in Lite, and

- 1 x 60 min initial client kick-off/training session
- Access to phone support

---

# SaferMe Support to Client

## What we provide:

**Premium** - All that is provided in Free, Lite, Standard, and

- Client is provided with a Personal Contact within the SaferMe Customer Success team
- SaferMe Customer Success will provide 5 hours of form and workflow configuration support to the client
- 2 x 60 mins extra setup/training sessions

---

# Health & Safety Consultant to Client

## We recommend you provide:

- An annual review of client forms and workflows to ensure they are meeting the client's needs
- An annual review of additional features the client may be paying for (ie. QR codes, web form links, SSO)
- Active engagement with forms set to notify the Health and Safety Consultant e.g. Incidents
- Health and Safety Consultant is 1st Point of Call for assistance with configuration and training on using SaferMe
- Additional H&S chargeable services as requested by the client

# Thank you

---