

Support

With SmartPO, you have access to unmatched support dedicated to your success.



Comprehensive Expertise

Our support team includes specialists with decades of experience in both the healthcare and technology industries. New specialists complete a months-long onboarding process that yields a deep understanding of the SmartPO system and the nuances of each market we serve. This group handles not only ongoing support, but also the implementation and training processes for new SmartPO users. From the start, they are familiar with your organization and how you use our application.



Multi-Channel Access

Our support team is made up of US-based specialists who are available 8:30a.m. to 5:00 p.m. ET, Monday through Friday. You can contact us how you prefer: via email, phone, live chat built into the SmartPO application, or web forms. Support inquiries generally receive a same-day response.



Training Resources

As your staff members are introduced to SmartPO, we offer them a variety of live training sessions, and these can be recorded for continued use. We provide an online library of quick-start guides, as well as videos for common topics. Each release is accompanied by comprehensive release notes that explain new features and other updates.



Best-Practice Advice and Guidance

We've worked with thousands of users over the last twenty years, and we share proven strategies and recommendations based on that vast knowledge base. Our informed guidance covers topics like supply chain resiliency, par level management, vendor evaluation, product standardization, and maximizing GPO savings.

For more information or to request a demo, visit medprocure.com/smartpo.