

SIMPLYHOME CUSTOMER JOURNEY

Your Guide Through the Process

Examples of a support team:

- Self-advocate
- Parent/guardian
- Care Coordinator
- DSP

REQUEST FOR INFORMATION

1

What is it? This form begins the conversation with a member of our Customer Service team who will provide you with information on our products and services

Who completes this? Support Team

Things to know: Please allow up to 2 business days for a response

INTAKE

3

What is it? This form gathers information about the individual, the site at which technology will be installed, and the team who will be overseeing the technology

Who completes it? Support Team

Why? It provides the foundation for the assessment

SYSTEM RECOMMENDATION

5

What is it? Provides a narrative as to how the recommended technology system(s) will be used to address the client's goals and concerns; accompanied by a quote for services

Who creates it? Customer Service

Why? The funder must approve the system

INSTALLATION

7

What is it? Installation of the approved technology

Who's involved? A *SimplyHome* installer and an on-site decision maker for the home

Things to know: The installation can last between 2 - 8 hours

EDUCATION

What is it? Curriculum designed to help your organization introduce technology as a natural support

Who's it for? All organizations looking to implement technology into their service model

Why? Understanding *the why* behind enabling technology yields the most impactful results

Things to know: Take at your own pace

ASSESSMENT

What is it? A phone call to discuss goals of the client, potential concerns and specific technology available to address those concerns

Who should be there? Self-Advocate, Support Team, Customer Service Specialist

Why? It creates the basis of the system recommendation

Things to know: The call will last around 1 hour

RULES COLLECTION

What is it? A phone call to establish how the system will be customized to fit the needs of the client. We'll discuss necessary alerts and notifications

Who should be there? Self-Advocate, Support Team, Customer Service

Why? This is where we really get to customize the system

Things to know: The call will last around 45 minutes to 1 hour

