3 Steps for Successful Remote Support Program Implementation

Roll Out Your Remote Support Program in Weeks, Not Months

STEP 1
Choose Your Remote Support Model

Implementations fail when they don't fit your organization. That's why SimplyHome offers three program models built to match state rules, staffing, budget, and long-term goals.

A. Provider-Led Model	B. Vendor-Led Model	C. Hybrid Model
Your organization operates its own Remote Support Center with smart sensor technology supplied by SimplyHome.	SimplyHome provides both smart sensor technology and comprehensive Remote Support services.	SimplyHome is the only vendor to offer a hybrid approach that support evolving program support needs.
The provider manages: - Remote Support team hiring and training. 24/7 monitoring operations. - Technology installations and support. - In-person and back-up supports (directly or through partners). **SimplyHome provides:** - Tech + tech management portal. - Consulting and onboarding. - Best-practice guidance.	**The provider manages:** - In-person supports when and where needed. **SimplyHome provides:** - Enabling technology implementation. - Tech management portal. - Ongoing technical support. - Remote Support teams to stand in for DSPs. - Full access to all data and documentation (unique to SimplyHome).	**This model allows providers to:** - Start Vendor-Led (using Remote Support teams staffed by SimplyHome) - Gradually transition to Provider-Led as internal capacity grows. This model is ideal for providers who want long-term ownership but need near-term operational support.

STEP 2
Build a Practical, Phased Implementation Plan

A strong plan covers budgets, timelines, ownership, and measurable outcomes. SimplyHome offers an Implementation Roadmap package that walks with you every step of the way. Explore our Implementation Roadmap consulting package.
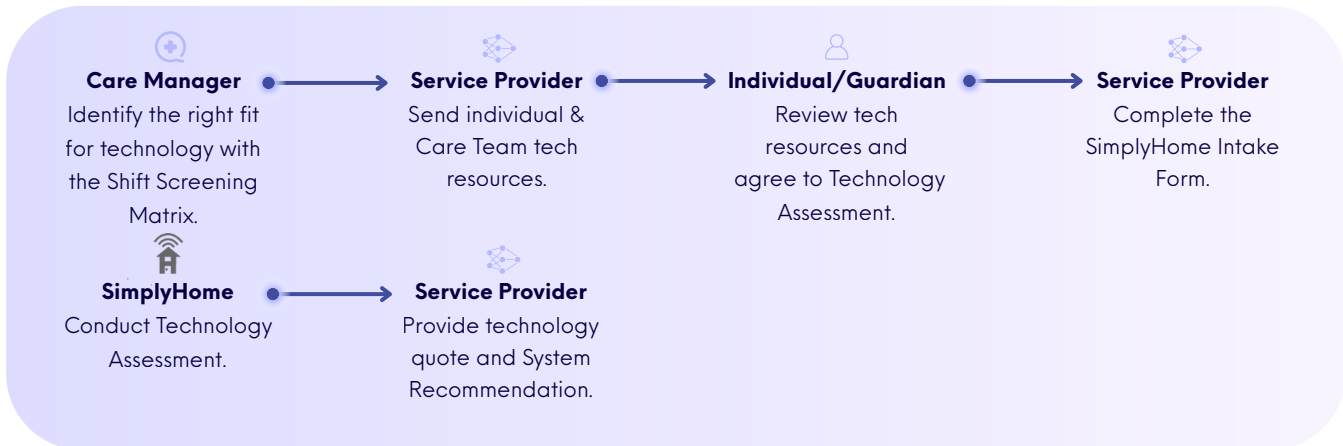
STEP 3
Launch Your Remote Support Program

With your plan selected, Roadmap set, and training complete, you're ready to launch.
We offer extended tech support, and development of Response and Transition Plans.

SimplyHome
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The SimplyHome Provider Process
Practical Steps and Ongoing Support

STEP 1
Education and Assessment

Care Manager
Identify the right fit for technology with the Shift Screening Matrix.

Service Provider
Send individual & Care Team tech resources.

Individual/Guardian
Review tech resources and agree to Technology Assessment.

Service Provider
Complete the SimplyHome Intake Form.

SimplyHome
Conduct Technology Assessment.

Service Provider
Provide technology quote and System Recommendation.

STEP 2
Tech Planning and Integration

Service Provider
Approve technology quote and recommendation.

Service Provider
Develop a tech integration plan with individual's support plan.

SimplyHome
Configure technology per the System Recommendation.

SimplyHome
Technology installation.

SimplyHome
Conduct Care Team and individual training (if needed).

Service Provider
Launch technology supports.

Updates and Support

SERVICE PROVIDER

Tier 0
- Add New User
- Reset Password
- Updating Outcomes
- Renaming a sensor
- Changing Client
- Support Teams
- Changing User contact info
- Resolving on-site connectivity and power issues
- Rebooting a hub
- Changing sensor batteries
- Responding to system alerts
- Periodic testing that the system is fully operational

SIMPLYHOME

Tier 1
- Changing Client subscription to services.
- Changing a User's Role.
- Quotes for new products or services.

Tier 3
- Resolving errors with anything on customer portal, API, or Responder Mobile Application errors.
- Assist with hub and sensor errors that can't be resolved at the Tier 2 level (on-site assistance may be required by the customer).

Tier 2
- Initial Setup of provider users and clients.
- Rebooting hubs remotely.
- Resolving device connection errors (on-site assistance may be required by the customer).
- Updates and changes to the SimplyHome control application. This includes resetting login information for the control app, as needed.

For tier 0, resources are available in the help section of the Customer Portal for these items. For support with tier 1-3 items, please email help@simply-home.com or call 877-684-3581.

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