

McKesson Pharmacy Systems Support FAQ

Why Award Winning Support Makes All the Difference.



What exactly is a Certified "Center of Excellence"?

Via Benchmark Portal, the Purdue University Center for Customer-Driven Quality presents the "Center of Excellence" award to customer service call centers that rank in the top ten percent of the 20,000 call centers studied using a Balanced Scorecard that measures both efficiency and effectiveness. The database includes thousands of call centers in 24 industry segments sharing performance statistics, which are used by call center professionals worldwide to establish goals for best practice call center performance.

Why become certified?

A contact center that seeks and achieves the Center of Excellence Certification from Purdue University's Center for Customer-Driven Quality demonstrates a remarkable commitment to service excellence. The obvious beneficiaries of this commitment are

the center's customers, employees, and shareholders.

Which McKesson Pharmacy System Helpdesks are certified?

Every MPS Helpdesk is presently certified. Our Pharmaserv Helpdesk was the first call center to receive this designation in December 2006. Since that time all of our other Helpdesks have become certified, including our EnterpriseRx and PharmacyRx Helpdesks.

In what other ways does MPS demonstrate its "Customer First" philosophy?

Beyond achieving certification, we also:

- Incorporate our customers into our development process
- Consistently request feedback on our operations, upcoming releases, etc.
- Regularly host user conferences
- Sponsor a Customer Advisory Board
- Maintain robust customer support web portals

More Information:

Outstanding customer service accompanies every McKesson Pharmacy Systems' solution. To learn more about how MPS and our support professionals can help improve your operations, call McKesson Pharmacy Systems at 1.800.293.5197.



Jim Koll, RPh
Bloomfield Drug, PA

"I can honestly say that I pretty much gauge every company I have by your support desk. You guys are the best. You are the standard I use for all my other companies."