

The Acusis Customer Satisfaction Difference

The Acusis customer service team, account managers, and executives work with **you and your team** to provide the highest customer satisfaction. We guarantee prompt, efficient service and support of all **your** transcription needs, around the clock.

The **Executive Team** monitors broad trends and emerging technologies, and shares our insights with you so you can incorporate transcription innovations into your long-term plans.

Your **Account Manager** is your strategic partner, working with you to ensure your transcription service is aligned with your business objectives. Your account manager has the experience and training to help you leverage Acusis capabilities and to add value to your health information management process.

Your **Customer Service Team** is your quickest path for immediate communication of a transcription need. Always working toward a resolution, the customer service team is available to you 24 hours a day, 7 days a week. When you call (or email), you reach a human being with a real name and an email address—no automated attendant!—and the team member you get in touch with is the owner of your request. This person is your one-stop point of contact to access all Acusis team members. No request is too large or small.

