Spok® Premium Support Services

Timely. Effective. Personal.

Streamline your path to success with a superior level of service

Spok Premium Support Services provides a suite of exclusive features crafted to elevate and personalize your experience. As a Premium customer, you will have a designated Customer Success Manager (CSM) who acts as your primary point of contact and trusted partner within Spok. Your CSM is there to guide you through every phase of your journey with Spok. With Spok Premium Support Services, you'll enjoy a seamless, high-touch experience designed to keep you focused on your goals while we handle the details. From day-to-day questions to future planning, your CSM is dedicated to driving your success.

Benefits overview

DESIGNATED CUSTOMER SUCCESS MANAGER

Your Customer Success Manager (CSM) serves as your trusted advisor and main point of contact, ensuring a seamless and positive experience as a Spok Premium customer with proactive communication and tailored guidance. Acting as an extension of your team, your CSM provides a strong partnership tailored to your organization's goals, helping you effectively leverage your Spok solution. They anticipate challenges, offer best practices, provide key Spok technical and product documentation, and keep you up to date on Spok news and events. Your CSM will streamline interactions for smooth case management and effective issue resolution.

SUPPORT MEETINGS & ACTIVITY TRACKING

With the support of your CSM, you will receive scheduled Premium Support meetings and status reports. These meetings will be set up on a cadence of your choosing and can be adjusted to fit your needs. Your designated CSM is your go-to resource, connecting you with subject matter experts from Support, Services, Sales, and Spok Leadership when you need them most.

BEST PRACTICE & PROCESS RECOMMENDATIONS

Our Support Best Practice and Process Recommendations provide guidance to help effectively maintain and manage the Spok system. This service includes Activity Reviews where your CSM will collaborate with Support Management to provide tailored recommendations based on trending analysis.

"Spok Premium Support Staff has represented the company with excellent support; they treat their customers like family."

- Spok Premium Support Customer

SPOK CARE CONNECT® PATCH APPLICATION

You have the flexibility to determine when Spok Support applies Spok Care Connect-specific application patches and relevant third-party updates. These patches can be scheduled during your designated maintenance window, whether it is during or after business hours to ensure alignment with your organization's operational needs.

PRIORITY CASE QUEUING

Ensure your technical support cases are automatically prioritized based on the severity and your premium maintenance status by leveraging our Priority Case Queuing feature.

"From a support perspective you'll find Spok easy to work with … providing a complete approach that's rare to find in a partner."

- Spok Premium Support Customer

To learn more about Spok Premium Support Services, please contact your Regional Sales Director.

spōk℠

ABOUT SPOK, INC.

Spok, Inc., a wholly owned subsidiary of Spok Holdings, Inc. (NASDAQ: SPOK), headquartered in Plano, Texas, is proud to be a global leader in healthcare communications. We deliver clinical information to care teams when and where it matters most to improve patient outcomes. Top hospitals rely on the Spok Care Connect® platform to enhance workflows for clinicians and support administrative compliance. Our customers send over 70 million messages each month through their Spok® solutions. Spok enables smarter, faster clinical communication.

spok.com

Rev: 5/25