



## Avantas Enhances Customer Service Support with Implementation of PhaseWare Applications

*Leading Labor Management Company Continues to Raise the Bar for Customer Support by Implementing Best in Class Customer Service Software that Enables Greater Transparency, Enhanced Operational Efficiencies, and Streamlined Communication*

**OMAHA, Neb. – May 15, 2012** – Avantas, a leading provider of strategic labor management technology, services and strategies for the healthcare industry, today announced that it has implemented the full suite of customer service support applications from PhaseWare, Inc. as part of its ongoing efforts to set the standard for the best customer service support in the industry. All Avantas clients using Smart Square<sup>®</sup>, the industry's only complete, end-to-end labor management solution developed *by* healthcare professionals *for* healthcare professionals, will now be supported by the PhaseWare Tracker<sup>™</sup> Solution Suite, a customer service and support software application that provides greater transparency into the customer service process with centralized customer support information and live ticket tracking.

"At Avantas, we are not only committed to providing our clients with the industry's most robust labor management software, but we have also built a strong reputation for supporting our solutions with the most comprehensive and collaborative technology available as evidenced by this partnership with PhaseWare. By embedding PhaseWare's application suite into our software, we are ensuring that our customers will receive reliable, complete, and timely customer service support 24/7/365," said Jackie Larson, Vice President of Client Services, Avantas. "With our flexible SaaS-based software, we are able to integrate PhaseWare's best practices into Smart Square, ensuring that our entire client base immediately benefits from PhaseWare's transparency and efficiency."

Avantas implemented the entire PhaseWare Tracker Solution Suite which includes: ticket tracking and management capabilities to enable complete transparency into the incident resolution status; workflow automation to enable greater efficiency and communications between departments; reporting functionality to track customer service issues, progress and resolution; and automated alerts that escalate incidents according to predetermined and customizable business rules. The application suite also enables Smart Square users to standardize and monitor communications between departments.

"Avantas has done a great job of integrating the PhaseWare application suite into its business process. We are excited to have Avantas as part of the PhaseWare family and look forward to a long-term relationship," said Hoyt Mann, President, PhaseWare, Inc.

**About PhaseWare, Inc.**

PhaseWare, Inc. is headquartered in McKinney, TX. The company provides customer service and support software solutions optimized for the small to enterprise business. PhaseWare Tracker and Self Service Center provides incident management process automation, incident tracking, and resolution of trouble tickets from origin to close, plus self-service and live chat customer service and support options.

**About Avantas**

Avantas is an Omaha, Neb.-based company devoted to serving the healthcare industry. Its proprietary scheduling and productivity solution, Smart Square®, is the only comprehensive labor management platform developed *by* healthcare professionals *for* healthcare professionals. Additionally, its consultation services provide its clients tailored best practice labor management strategies designed to drive substantial and sustaining cost and quality improvements across the enterprise. For more information, please visit the Avantas website at [www.Avantas.biz](http://www.Avantas.biz).

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