

PerformanceEdge™

Market Access Customer Relationships

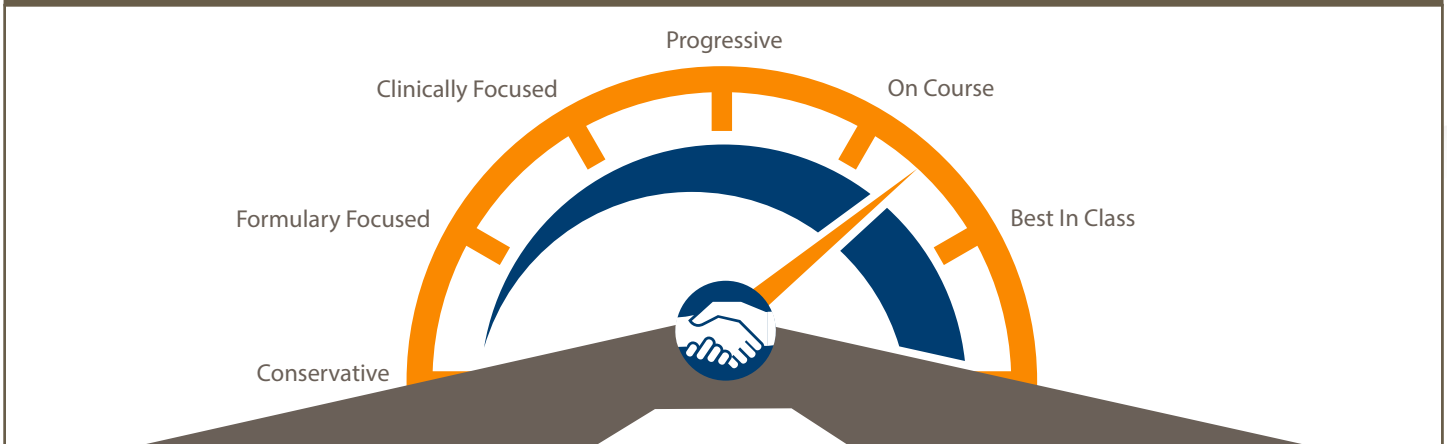
Managed Care Organization Channel

Market Access Customer Relationships benchmarks your team's performance against competitors on the competencies and attributes that lead to stronger customer relationships.

Market Access Customer Relationships answers your questions so you can identify opportunities to improve.

- How do pharmacy and medical directors characterize their relationships with your team vs. competitors?
- Which company competencies and account manager attributes will help you strengthen your relationships in the future?
- What are your strengths, weaknesses, and opportunities for improvement?

Fine-Tune Your Customer Relationships



You can use Market Access Customer Relationships to:

- Evaluate** and develop account strategy
- Identify** gaps and opportunities for improvement
- Pinpoint** opportunities to differentiate from competitors
- Guide** coaching and training

**May 2018
Customer Relationship
Benchmarks—
MCO Pharmacy Directors**

- Market events that will change company relationships with pharmacy directors
- Pharmacy directors' perceptions of company relationships
- Best practices in pharmacy director relationships
- Company benchmarks in four cornerstones and 20 attributes
- Company benchmarks in six secondary indicators
- Company nominations for best company, account manager, and program
- Company-specific strengths, weaknesses, and recommendations

**October 2018
Customer Relationship
Benchmarks—
MCO Medical Directors**

- Market events that will change company relationships with medical directors
- Medical directors' perceptions of company relationships
- Best practices in medical director relationships
- Company benchmarks in four cornerstones and 15 attributes
- Company benchmarks in six secondary indicators
- Company nominations for best company, account manager, and program
- Company-specific strengths, weaknesses, and recommendations

Clients receive:



On-call access to our subject matter experts for your inquiries



Access to our website, customized for your organization



Client-exclusive webinar



Unlocked PowerPoint slides



On-site and virtual presentations with research leaders



Access to source data



Opportunity for input into research topics covered within the service



Specific recommendations for your organization

Health Strategies Group reserves the right to change the timing and/or topics of its syndicated research publications.