

Press Release

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For Immediate Release

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### **ScriptPro Service Call Highlights Customer Service Differences Among Automation Vendors**

MISSION, KS - ScriptPro Field Service Technician, Jake Hartmann, recently visited a Department of Defense (DoD) pharmacy for a service call. What seemed like a typical work day to Jake was recognized as superior customer service by Jerry Walker, the pharmacy manager at the DoD facility. Jake entered the pharmacy, sat his bags down, fixed ScriptPro's robotic prescription dispensing system, and then stayed in the pharmacy to monitor it.

“The ScriptPro technician promptly diagnosed the problem, fixed it and then stayed most of the day to make sure it was working. Not only did the technician address the reason for the visit, he kept busy by cleaning the machine, answering questions and even offering helpful hints,” said Walker.

This was not the first time Walker has been impressed with ScriptPro's Customer Service department. “Every time we call ScriptPro's Customer Service, our needs are addressed promptly and professionally,” said Walker.

The DoD pharmacy uses ScriptPro's SP 200 Robotic Prescription Dispensing System as well as another company's pill counting device. While Jake was on site, the staff praised ScriptPro's Customer Service, as opposed to the competition's customer service.

“The site told me it can take days, if not over a week before they see a customer service technician from other vendors. The staff preferred working with ScriptPro's robot to the pill counting system, too. They said that the robot is more reliable, provides better safety checks and performs a more complete dispensing process that really relieves the staff of workload,” said Hartmann.

**ABOUT SCRIPTPRO:** ScriptPro develops, provides and supports state-of-the-art, robotics-based management and workflow systems for pharmacies. ScriptPro is dedicated to helping pharmacies lower operating costs, reduce dispensing errors and maximize customer satisfaction. ScriptPro technology reduces manual dispensing tasks, allowing pharmacists to assume more active roles in medication therapy management.