

Major Healthcare Client Summary

- Serving more than 2,500 U.S. hospitals and 76,000-plus other healthcare sites, the a major healthcare alliance and its members are transforming healthcare together. Approximately 200 hospitals and health systems created and entirely own the alliance. Their mission is "to improve the health of communities."
- BVK has been selected as a contracted supplier for print and internet yellow pages advertising the past 15 years. Through 5 consecutive RFPs against the largest and smallest of agencies, we have been awarded the opportunity to provide products and services to the membership.
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- Their hospitals and healthcare professionals currently spend \$7.6 million with BVK Direct.

Clients' Agency Qualifications

- Financial Stability
- Strategic recommendations provided at a facility level
- Annual savings reports provided to each location
- Corporate reports – aggregated monthly spend and annual savings recaps
- Response to client inquiries within 48 hours
- Annual Performance Surveys to each location to maintain optimal customer satisfaction ratings.
- Corporate to be notified of new products before any competitors
- Negotiated special pricing programs
- Online order processing and artwork system
- Strategic planning and budgeting
- Multiple product offerings (IYP, Text, mobile, etc)
- White page management

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Accomplishments

- Consistently building our footprint within the buying group, one facility at a time through documented savings, creative art design and attention to detail.
- Year Over Year Savings
- Less than .025% error rate
- Exception Performance Survey ratings
- 2008 RFP – we were awarded sole vendor status for all members and affiliates.
- 2010 Performance Award Winner – Client honors contracted suppliers whose performance exceeds customer expectations.
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- 2011 Pinnacle Award Winner - Clientr has contracts with more than 800 suppliers, and BVK Direct is one of 39 contracted suppliers to receive the Pinnacle Award. Winners are recognized for their outstanding management of agreements and their drive toward the mutual goal of providing clinical and financial value to the alliance members.