



RepClear has developed a series of case studies designed to help sales leadership clearly understand the value of credentialing support for their representatives.

CASE STUDY #2: How a Global Device Manufacturer Kept 18 Field Application and Service Engineers Compliant Across 60+ Rotating Hospitals

For a global medical device manufacturer, the field support team is the backbone of customer satisfaction. When a critical piece of equipment fails, hospitals rely on rapid, expert service—and *they expect it within the timeframe guaranteed in their service-level agreements (SLAs)*. Any delay can disrupt procedures, compromise patient care, and strain hospital relationships.

But for this company's 18 support team members, the real bottleneck wasn't the repair work or applications training; **it was credentialing.**

The Challenge: A Growing Compliance Crisis

These support teams rotated through more than 60 hospitals every month. Each hospital partnered with a different credentialing vendor: Intellicentrics, Vendormate, Green Security, Symplr, and others—all with constantly shifting requirements, training modules, and expiration cycles. This complexity reflected the broader industry landscape, where a single rep can face 60–80 hospital policy changes each month to maintain access.

With no centralized internal process, each support member had been left to manage:

- Their own credentialing accounts
- Hospital-specific training modules
- Policy updates
- Vaccination records
- Background checks and drug screens
- Weekly changes to their service territories

The results were predictable—and painful:

- Support teams would arrive onsite only to be denied access because a TB test expired yesterday... or a HIPAA module wasn't yet uploaded... or a hospital quietly issued a new OR policy two days earlier.
- Customers grew increasingly frustrated at “preventable service disruptions.”

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- Compliance risk escalated due to outdated credentials lingering after member or even contractor terminations.
- At Risk were SLA penalties, averaging \$1,000 per delay and depending on the critical nature caused by the delay.

The organization had reached a point where reliability was declining, not because the support team lacked skill, but because its internal credentialing process had collapsed under its own complexity.

The Turning Point: Introducing RepClear

The company partnered with **RepClear** to rebuild credentialing from the ground up, removing the burden from the support teams and eliminating the administrative fire drills that were eroding customer trust.

1. A Centralized Credentialing Repository

RepClear established a single, real-time credentialing process for all 18 team members to ensure each credential—vaccination, TB test, HIPAA, Bloodborne Pathogens, OR protocol, background checks—was validated, updated, and stored in a single location. Eliminating scattered emails, lost PDFs, or outdated uploads.

2. Mapping Territory Rotations to Hospital Requirements

Each week, field teams were assigned new hospitals, including some of which had been previously visited by other team members. Previously, they had to decipher all requirements on their own, whether they were up to date on a facility they had not visited in 6 months or access was required to a new facility. RepClear flipped the model:

- The system mapped every hospital's credentialing requirement to each team member's territory.
- RepClear updated all corresponding vendor sites (Intellicentrics, Vendormate, Symplr, Green Security, etc.) on the team member's behalf.
- Team members received a clean weekly view: "Here is where you are going, and here is the exact status of your compliance for each stop."

This delivered peace of mind in a way the field teams had never experienced.

3. Real-Time Alerts

Hospitals frequently change policies—such as dress codes, entry points, OR access rules, vendor restrictions, training expectations, etc.



RepClear pushed alerts for:

- Credential expirations
 - New hospital policies
 - Required retraining
 - Emergency updates
- Any account changes made across credentialing vendors

Field teams stopped being reactive. They started being prepared.

4. Rapid Offboarding Protocol

When the organization terminated a contractor or an employee left the organization, RepClear immediately:

- Revoked their hospital access, under your organization, across all credentialing platforms
- Updated or closed accounts
- Confirmed removal
- Preventing renewal charges to the corporate account

This closed a significant liability gap—preventing former contractors or staff from retaining access to sensitive hospital environments under the organization’s affiliation.

The Results: Compliance Became a Competitive Advantage

With RepClear managing every credentialing requirement, outage, update, and hospital policy shift, the company achieved measurable and transformative results:

1. 82% Reduction in Service Delays

Credentialing issues were no longer derailing schedules or damaging customer relationships.

2. SLA Performance Recovered Completely

For the first time in more than a year, the engineering team consistently met its SLA targets across all 60+ hospitals.

3. Major Liability Risk Eliminated

Unexpected but deeply valuable:

RepClear’s rapid offboarding protocols prevented former staff from maintaining unauthorized access—protecting the company from compliance breaches and reputational harm.



Cost Justification: A Clear, Measurable ROI

- **\$1,000 per SLA penalty** × dozens of monthly delays across 60 hospitals meant losses added up fast.
Reducing these delays by 82% delivered an immediate financial payoff.
- **Improved compliance lowered legal risk, incident exposure, and audit findings**—especially with hospitals now tightening vendor access requirements nationwide.
- Field teams regained hours of productive time each week, enabling them to focus on service—not paperwork.

RepClear didn't just solve a process problem.

It stabilized customer trust, improved operational efficiency, and fortified compliance at every level.

Call to Action: Don't Let Credentialing Disrupt Your Service Promise

If your field engineers, reps, or support teams rotate through hospitals, you're likely facing the exact hidden costs and risks:

- Missed SLAs
- Credentialing delays
- Constant policy updates
- Growing liability exposure
- Administrative burnout

Let RepClear become your single point of contact for Intellicentrics, Vendormate, Green Security, Symplr, and every other credentialing vendor—so your team can focus on serving customers, not tracking paperwork.

If compliance is slowing your field team, it's time to fix it.

Schedule a strategy call with RepClear today—and give your field teams the freedom to stay compliant without the chaos.