

# Cisco Customer Experience for Healthcare



## Service overview

Healthcare organizations are under pressure to deliver and scale value to patients and providers at a faster pace than ever before. That's why Cisco is focused on driving the most trusted customer experience in the industry, utilizing our expertise and deep data-driven insights to help keep your healthcare organization connected, secure, and automated.

Together with our partners, Cisco Customer Experience for Healthcare helps you get to the outcomes that matter most, with world-leading experts and unmatched digital intelligence to accelerate your success.

Our team is built on a foundation of excellence, bringing together years of healthcare experience with provider, payer, producer, and pharma organizations, and the unmatched breadth and performance of Cisco's healthcare solutions.

We help you remove the barriers standing in the way of your goals with our unique Collaborative Intelligence approach through three connection experiences: CX Lifecycle Services, CX Cloud, and Cisco Success Portfolio.

## Key Benefits

- **Optimize for today's challenges.** Get the most from your technologies with expert guidance
- **Empower your teams** to respond faster to challenges and opportunities.
- **Gain the agility for tomorrow's changes.** Quickly transform your infrastructure with the right engagement when you need it.
- **Innovate for a future redefined.** Create new, transformative experiences using human and digital intelligence.

## Our CX Healthcare team helps you:

- Protect your patient and business data, and provide expert assistance for IT threat management, including incident response, risk mitigation, and breach and attack simulation.
- Better predict and preempt issues and improve your healthcare IT with ongoing analysis of your infrastructure and application environment.
- Learn healthcare best practices for Cisco solutions deployed in your environment.
- Increase the proficiency of your IT teams through expert knowledge transfer.
- Maximize ROI and drive transformation with healthcare IT expertise throughout the technology lifecycle, powered by analytics, insights, and automation
- Expedite issue resolution with 8x5 case monitoring and escalation support, case tracking and data analytics, and monthly operational insights reporting.

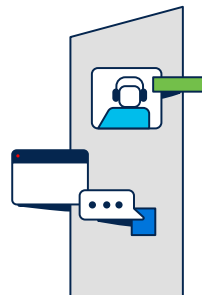
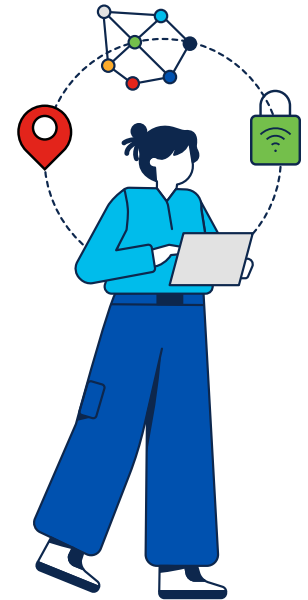
## Why work with us

The Cisco Customer Experience for Healthcare team focuses strategically on the areas of cybersecurity, network foundation and modernization, and enterprise digital engagement.

We work to understand the priorities of your healthcare organization to build and implement a technology strategy that helps you achieve your goals faster.

We also align direction and infrastructure strategy through a guided Healthcare Digital Transformation Workshop that identifies the capabilities most important to your IT department, caregivers, and patients.

Finally, we conduct deep-dive, strategic workshops to create a roadmap to help you implement the technologies that make those capabilities a reality.



## For more information

Maximize your technology investment today. Cisco Customer Experience for Healthcare is here to help you build a strategy to achieve success, while making the most of existing technology investments.

To learn more, visit Business Critical Services and Advanced Services, contact your Cisco sales representative or email us at [CXHealthcareBD@cisco.com](mailto:CXHealthcareBD@cisco.com).