Unified Communications (UC) isn’t a single product or technology. Neither is Calling, Collaboration, or your Contact Center. Purpose-built compatibility

Solution portfolios specifically designed
to work better together on a unified
architecture reduce friction across workflows.

Streamlined management

Managing and internally coordinating
multiple technology vendors takes time.
And time really is money.

Deploying your way

Business needs determine your
deployment model, on-premise, cloud,
or hybrid. Consolidation makes migration
easier when the time comes.

New features faster

Across a single infrastructure, new apps
and upgrades can be rolled out with a
"one-and-done" deployment approach.

Scaling made easy

Unified systems scale in a single process.
For example, when growing your contact
center, you can expand telephony and
collaboration at the same time.

One-contact support

One committed vendor understanding
your entire system, integrating the apps
you need, guiding optimization—
comprehensive support is better.

Addresses regulatory requirements such
as HIPAA to secure sensitive health
data and communications enterprise-wide.

Lower costs,
fewer headaches.
Harness the power of synergy.

Here’s how:

1. 10% increase in patients rating hospitals
as EXCELLENT increases margin by 1.5%.

60 percent of healthcare providers will make
optimizing the patient experience a top 3 strategic
imperative by 2020.

Melanie is in the hospital when a
monitoring device detects
an anomaly in her vital signs.

Her care team receives alerts on their
mobile devices and are at her bedside
in seconds.

She’s stable but her doctor
wants a CT scan.

He starts a chat with a contact center
agent and is able to determine
immediate availability for the test.

Test results show a need for a
 expert consult—but the ideal
specialist is in another city.

A week later…

A secure videoconference is initiated so
the specialist can read the results and
offer a real-time diagnosis. The specialist
and doctor view the image together, as
clear as if they were in the same room.

Melanie recovers and goes home. Using
her data, the contact center initiates a
proactive follow-up outreach call. She has
mobility issues, so clinicians determine that
she can schedule her next appointment by
videoconference, reducing the need to
travel back to the hospital.

Based on expert advice,
a procedure is scheduled
for the next day.

A contact center agent efficiently
assembles the necessary clinical team
and books the room.

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