HOSPITAL SYSTEM IMPROVES THE PATIENT EXPERIENCE WITH UPDATED INFRASTRUCTURE

OBJECTIVE:

A Florida-based hospital system was having challenges with the patient/customer experience when calling into their contact center environment. They were experiencing delays in call connection, dropped calls and loss of data during calls due to external dependencies we did not have visibility into. The customer looked to Computacenter to turn around the overall user experience.

SOLUTION:

Computacenter teams began by reviewing symptoms (call flows) to validate if these challenges were predictable or intermittent. We then reviewed the core infrastructure dependencies. We had to engage with OEMs, including Cisco and Palo Alto, to connect the dots. Additionally, we utilized the Computacenter Managed Services, Collaboration Delivery and Contact Center teams.

Thorough investigation and analysis revealed the underlying issue, infrastructure. Computacenter updated Network WAN gear and data center gear. We installed Hyperflex and additional compute power in order to equal power between data centers. Additionally, we implemented Managed Services to monitor infrastructure that wasn't historically monitored.

OUTCOME:

The hospital system very quickly realized the impact on their revenue stream. They no longer had disparate systems with siloed visibility and were able to maintain high availability architecture. Most importantly, they greatly improved the patient experience.