

Transforming Health Care Experiences with Modern Communications.



.....
Communications. Transformed.

LET'S BEGIN



Answering the Health Care Experience Challenge.

Today, health care professionals perform a difficult balancing act. On one hand, they need to provide the kind of interactions and consultations their patients need, when and how it's most convenient. On the other hand, there is constant pressure to streamline expenses and improve workplace efficiency. In addition, they're tasked with keeping patient information private and secure.

8x8 offers HIPAA-compliant solutions that integrate voice, messaging, video conferencing, contact center and CPaaS (Communications Platform as a Service) into one secure system of engagement that enables better communication and collaboration, while keeping sensitive interactions and data safe and secure.

These 8x8 customers are creating memorable experiences, providing secure, convenient communication options, simplifying their infrastructure and leveraging data and analytics for more insight so they can continually enhance and optimize every interaction and experience.

Memorable Experiences

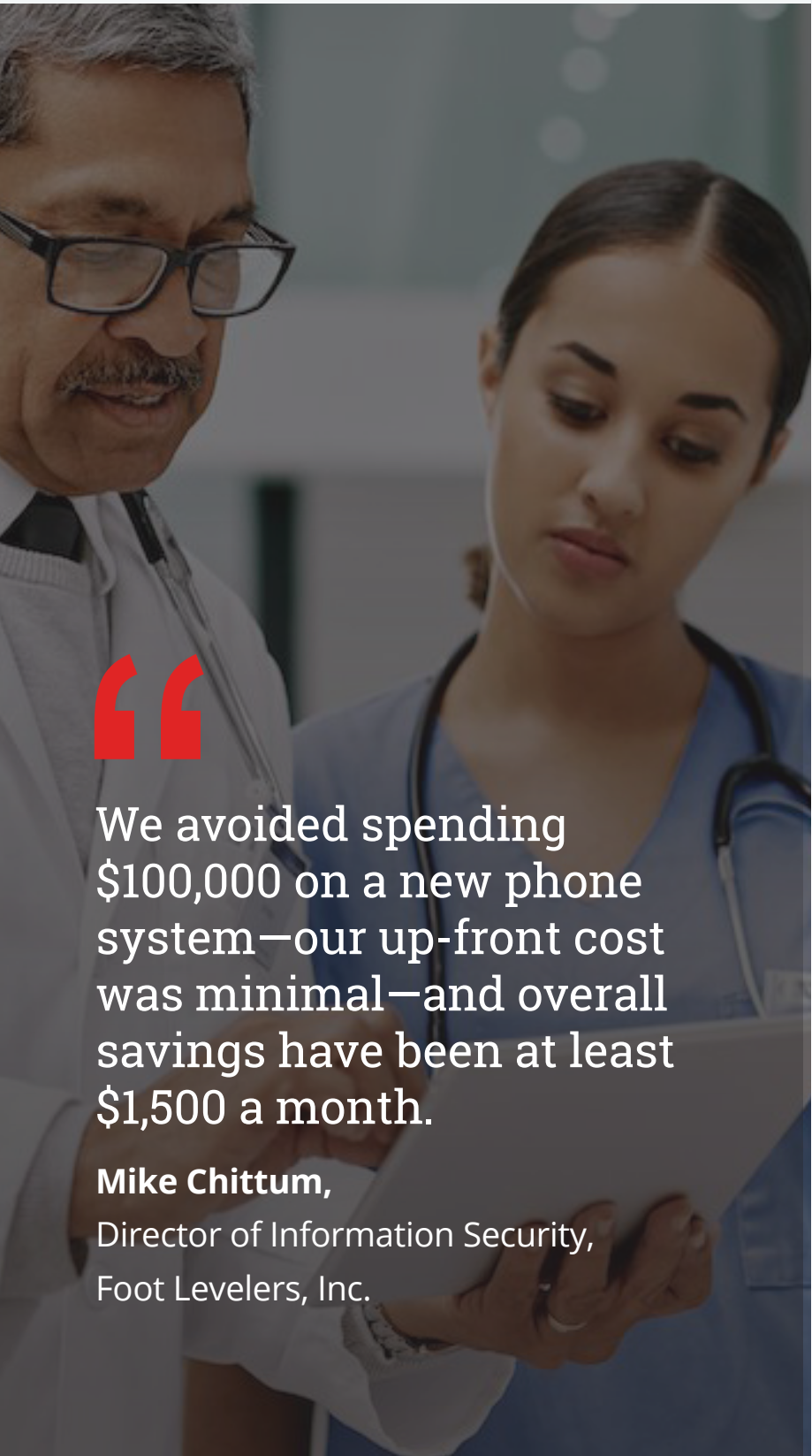
Join the Health Care Experience Revolution

Research shows that 92 percent of health care consumers think that improving patient experience should be a top priority⁽¹⁾, and they are willing to switch providers if their overall experience is not outstanding. They are demanding greater connectivity via different modes of communication—email, text and online tools—and more collaboration with their care providers.

8x8 communications solutions make it possible to make every interaction count toward creating positive experiences and building long-term, trusted provider/client relationships.

(1)Health care IT News, Consumer demand for a better patient experience fueling tech start-ups, July 2018





“

We avoided spending \$100,000 on a new phone system—our up-front cost was minimal—and overall savings have been at least \$1,500 a month.

Mike Chittum,
Director of Information Security,
Foot Levelers, Inc.

Enhancing Experiences with Reliability and Mobility

Foot Levelers, Inc. has been in business for 65 years. They create rehabilitation equipment as well as a broad range of custom devices to relieve or correct orthopedic problems. The company’s goal is to help correct the underlying causes of pain in the feet, legs, hips, back and neck. As they grew, they realized they needed to upgrade their aging, time-consuming, on-premises communications system. Foot Levelers, Inc. chose an 8x8 cloud communications solution that provides them with the improved productivity and flexibility they need while reducing the costs of maintaining their outdated system.

LEARN MORE



Advantages of the 8x8 solution include:

- 1 High quality, reliable voice interactions with virtually no downtime.
- 2 Increased productivity with messaging, faxing and full remote meeting functionality across locations and devices.
- 3 Improved flexibility and responsiveness with mobile capabilities and “follow me” numbers that allow employees to work on the go.
- 4 Reduced costs associated with maintenance and administration of old on-premises legacy systems.

Convenient Communications

Enhancing Responsiveness with Anytime, Anywhere, On-Any-Device Communications

There are a number of factors making it difficult for providers and clinics to deliver optimal experiences. Two factors often going underappreciated are the negative impact of outdated technology and the positive impact of convenient communications. But times are changing. In fact, 49 percent of health care providers are in the process of transforming their practice model over the next 12 months, which is the highest percentage of any industry! And 16 percent have already begun the process over the past two years.⁽¹⁾

Health care providers are using 8x8 cloud communications to increase productivity, reduce costs and super-charge their commitment to exceptional care and service.

(1)Gartner, 2019 CIO Agenda - A Health care Provider's Perspective, April 2019





Eliminating Downtime and Giving a Boost to Productivity

For more than 30 years, Affiliated Physicians has provided preventative health care services to individuals and corporations. They are guided by their commitment to exceptional patient care and customer service and demonstrate this with a passion and integrity in all they do. Affiliated Physicians had traditional phone lines with traditional problems: frequent downtime, no flexibility, and limited features. Their replacement system needed to combine phone service with a virtual contact center and physical devices. 8x8 delivered the whole trifecta in one comprehensive cloud solution.

[LEARN MORE](#)

Advantages of the 8x8 solution include:

- 1 Virtually eliminates downtime and ensures business continuity, even during an unexpected office closure.
- 2 Enables rapid response times with mobility capabilities and “follow me” numbers that allow employees to work on the go.
- 3 Increases productivity through an integrated VoIP and contact center solution with intelligent routing, auto attendants and dashboards.
- 4 Provides ongoing insight into opportunities to improve experiences—driven by recording, monitoring, reporting and analytics.

“Our old phone system had no flexibility and was expensive to maintain. Now we can configure changes ourselves in just a few minutes. The 8x8 system does exactly what we need it to do.”

Mark Weingarten,
VP-Patient Services, Affiliated Physicians

Simplification

Standardizing on a Powerful Cloud Communications Platform

Outdated technology is expensive to administer and maintain, and often presents a roadblock to simple communications and collaboration amongst employees and across locations. It's hard to focus on experience when so much time and resources must be spent on fixing and integrating old systems just to get "decent" quality and reliability. Health care providers can control costs and improve collaboration between employees and out to clients by moving their communications systems to the cloud.

8x8 takes away the burden and expense of trying to glue together and manage old legacy equipment and makes upgrading to the latest technology easy.

(1)Gartner, 2019 CIO Agenda - A Health care Provider's Perspective, April 2019





8x8 has enabled us to completely transform an unmanageable, fragmented legacy environment with a cohesive communications infrastructure that spans the whole company. My team is more efficient, and we've dramatically improved the customer experience by providing easy access to the right resources in a timely, consistent manner.

Bryan Simms,
IT Manager, Pivot Health Solutions

Integrating Fragmented Legacy Systems and Simplifying Communications

Pivot Health Solutions serves patients in 280 locations throughout the East Coast. They provide physical therapy, sports medicine, occupational therapy, sports training and more. As their business grew, it became more difficult to coordinate communications centrally, maintain directories and manage numerous billing contracts. They needed more flexibility to expand and assimilate newly acquired companies into their existing environment. Pivot selected 8x8 to provide a powerful cloud-based business communications system that enables them to deliver a unified customer experience from any of its hundreds of locations.

[LEARN MORE](#)



Advantages of the 8x8 solution include:

- 1 Streamlined collaboration and teamwork across geographically dispersed locations.
- 2 Reduced costs associated with maintenance and administration of old legacy systems.
- 3 Enables employees to provide the best service possible through efficient access to all necessary information.
- 4 The ability to continually improve processes with insight provided by rich reporting and analytics capabilities.

Insight

Understanding Opportunities for Ongoing Improvements with Data and Analytics

It is becoming increasingly difficult to keep up with the speed at which preferences and expectations around communications are changing. In order to understand how each interaction is impacting people and the business, it is critical to have powerful data, analytics and reporting capabilities built in.

8x8 cloud communications help eliminate information silos to expose vital, real-time intelligence across locations, business processes, devices and applications. Detailed reporting and analytics helps improve individual and team productivity, business performance and the overall experience.

(1)Gartner, 2019 CIO Agenda - A Health care Provider's Perspective, April 2019





The 8x8 sales team really listened to our business needs and gave us valuable suggestions and feedback. 8x8 has given us the tools and the data to make intelligent decisions about where to invest our resources so we can effectively support our customer base and sustain long-term growth. Because of 8x8, we got the cloud solution we needed.

Andrey Ostashko,
Director of Customer Service, Prognosis

Integrating Fragmented Legacy Systems and Simplifying Communications

Bizmatic, Inc., developer of the Prognosis suite of electronic health records software, serves more than 26 types of general and specialty medical practices. They were challenged by limitations in their existing on-premise communications systems. To effectively support their growing customer base via their three geographically dispersed support centers, Prognosis needed enhanced call handling and improved customer experience features. With 8x8 cloud contact center solutions, Prognosis is now achieving its primary goal: delivering support excellence to customers.

LEARN MORE



Advantages of the 8x8 solution include:

- 1 Ability to improve customer service through actionable data.
- 2 Insight into key performance indicators related to customer support.
- 3 Streamlined collaboration and teamwork across geographically dispersed locations.
- 4 Improved responsiveness and enhanced service experiences through centralized queue management and access to relevant information.

Security

Ensuring peace of mind with security, compliance and reliability

There is a lot of talk these days about the consequences of inadequate security, compliance and reliability in business communications systems. Data leaks affect millions and embarrass the businesses associated with them. Especially in health care, ensuring security and compliance is absolutely critical.

Sometimes it's a challenge to get business communications providers to talk specifically about their capabilities in this area because it is often difficult to meet important requirements in these ever-evolving and increasingly regulated areas. But 8x8 has engineered its solutions to assist customers with achieving their own compliance requirements now—and into the future.





My team is very busy and constantly on the move. Being able to communicate in real time is essential. With 8x8's mobile app, they can call, chat or check voicemail from anywhere.

Christie Nader,
Senior Director of IT, MHM Systems

Cutting Costs and Boosting Security with HIPAA Compliant Cloud Communications

MHM Services, Inc. is a leading provider of health care services to correctional facilities across the US. The company has clinical, management and support staff dispersed throughout 15+ states. They struggled with the high costs of maintaining and administering their old communications technology. To complicate matters, for security reasons, cell phone usage is prohibited on certain premises which caused disruptions and made real-time communication extremely difficult. MHM chose an 8x8 cloud communications solution that enables their employees to securely communicate over their laptops, without actual phones, virtually eliminating disruption in health care services for their clients.

LEARN MORE



MHM Services, Inc.

Advantages of the 8x8 solution include:

- 1 Enhanced collaboration and teamwork across geographically dispersed locations with mobile and video capabilities.
- 2 Reduced costs and simplified changes and maintenance with unified administration.
- 3 Improved response times with intelligent routing and queues.
- 4 Enables compliance with secure communications and storage regulations.

8x8 empowers your business to collaborate anywhere, on any device, to drive phenomenal communications. Period.

Experience the new speed of business.
Call us today to learn more: 1-866-835-2979
or visit us at: [8x8.com](https://www.8x8.com)

- Publicly traded on NYSE: "EGHT"
.....
- Used by 52,000+ organizations
.....
- 1M + Users Worldwide
.....
- 15 global data centers serving customers in 157 countries
.....
- Global 24/7/365 follow-the-sun customer support



8x8

8x8, Inc. (NYSE:EGHT) is a leading provider of cloud phone, meeting, collaboration and contact center solutions with over a million business users worldwide. 8x8 helps enterprises engage at the speed of employee and customer expectations by putting the collective intelligence of the organization in the hands of every employee. For additional information, visit www.8x8.com, or follow 8x8 on LinkedIn, Twitter, and Facebook.



UCaaS
MQ Leader
Gartner



Superior
Voice Quality
Tolly Group



2018 Winner
Call & Contact
Center Expo Best
Communications
Provider

Over the last 17 years, we've built cloud communications solutions that work simply, integrate seamlessly and perform reliably. We've earned more than 175 patents—a testament to our innovative thinking—and the trust of more than 52,000+ satisfied companies around the world.

We offer the most complete suite of cloud communications solutions including voice, video, chat and contact center solutions. 8x8 solutions provide Fortune 500 features for one office OR many offices—around the flexibility to easily grow and scale your business at your own pace, when you're ready.