

SUCCESS STORY | HEALTHCARE

NYC's largest healthcare provider mitigates COVID-19 crisis with Remote Agent Connectivity

Ensuring business continuity with a robust Work from Home strategy

About the client

The client is New York City's largest hospital network with an integrated healthcare system, providing exceptional medical care to the local and global communities in the metropolitan area. Internationally acclaimed for its excellence in research, patient care, and education across a range of multispecialty services, the network has eight campuses, 7,200 physicians (including general practitioners and specialists), and 13 free-standing joint-venture centers. Its vast and expanding network of ambulatory care services has more than 400 ambulatory practice locations throughout the five boroughs of New York City, Westchester, and Long Island.

Requirement

New York City is the epicenter of the COVID-19 pandemic in the US. The virus has torn through the city at a frightening rate, with more cases than any country and accounts for around half of all deaths in the US. For New York City's hospitals, it's an extraordinary race against time.

The client is at the frontlines of the novel coronavirus pandemic. With the enforcement of the government's curfew, social distancing guidelines, and a few positive cases of COVID-19 among the contact center agent pool, it immediately needed a work-from-home (WFH) strategy that ensures business continuity to accommodate the spike in call volumes.

Solution

Servion enabled the client to set up a remote contact center and implement an efficient work-from-home strategy for their agents, allowing them to stay safe at their homes and continue to address the spike in call volume.

Servion's Remote Agent Connectivity solution included:

- **Permanent Home Agents:** Deployed Cisco Meraki Voice-over-IP (VoIP) phones over WAN remote connection to the corporate network, allowing agents to login to Finesse from their home computer and use IP Phone for attending customer calls. It enabled geographically dispersed agents the flexibility to work from home with similar quality, convenience, and security that is available in the office.
- **Temporary Home Agents:** Activated Cisco Jabber on Office Desktop and RDP and enabling agents to connect to those systems equipped with Local Audio Resources, using remote desktop via VPN through their home computers or laptops.
- **Temporary Call Flows:** Servion also set up temporary call flows at Webex Contact Center, enabling the agents to log in over the internet to answer calls, without the need for a VPN connection.

Business outcomes

Servion offered a rapid transition to a remote agent model, allowing the agents to work remotely without compromising the customer and agent experiences. Our quick deployment strengthened the clients' call center agents to respond to their patients' needs while reducing their potential risk of exposure to the virus. The major outcomes include:

- **Quick deployment:** Migrated to the remote contact center model in 10 business days

- **Enabled over 300 agents** to take customers call, using just an internet connection, home PCs/laptops and mobile phones
- **Improved responsiveness and agent availability** despite COVID disruption
- **Ensured business continuity**, agent safety, and efficiency
- **Access to managed support services** that is available 24x7 to support and monitor the remote contact center set-up



The Servion difference

Our sustained focus on CX technologies and over two decades of experience delivering advanced customer service solutions let us tackle the most demanding projects, deliver the value you expect, and maximize the return on your technology investments. Our difference is built on five pillars.

- Deep expertise implementing and managing contact center technologies
- Broad experience across all the categories of the CX stack
- Impeccable delivery track record with an Industry-leading Net Promoter Score (NPS) of over 65
- Vendor-neutral consultative approach
- Ability to combine packaged applications assembly and tailored software development

For more than 25 years, Servion has been trusted by customer-centric brands for architecting, implementing, and managing Contact Centers and Customer Experience (CX) solutions. Servion has helped 600 enterprises across the globe deliver memorable experiences to their customers, partners, and employees.



Crafting CX solutions

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