



INCREASING OPERATIONAL EFFICIENCY

NEC's UNIVERGE BLUE ENGAGE provides healthcare organizations with contact center insights and tools that dramatically increase operational efficiency – while also enhancing the patient experience.

Providing high-quality healthcare services is hard enough already, but today's organizations have to deal with a long list of additional complications – including scheduling a diverse team, communicating with patients across a range of channels, and grappling with a seemingly endless assortment of IT tools.



HEALTHCARE CHALLENGES

- It's hard to know where to focus your efforts – you often find out about problems too late
- Patient satisfaction is a crucial metric – but it's very difficult to assess and monitor
- With many channels and departments, visibility into patient communication is poor
- Scheduling your growing and diverse team takes a lot of time and effort
- Onsite technology solutions are complicated to use and to integrate – and you want to put resources into healthcare, not an IT team!



UNIVERGE BLUE ENGAGE SOLUTIONS

- Historical and real-time Reporting Capabilities that turn metrics into actionable insights
- Proactive patient satisfaction measures to identify improvement opportunities
- Quality Assurance tools to monitor patient/agent communications across all channels
- A Schedule Manager that simplifies scheduling, staffing, and conformance monitoring
- A hosted and managed solution that gives you scalability, dependability, and simplicity

UNIVERGE BLUE® ENGAGE

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TRANSFORMING HEALTHCARE - FOR PATIENTS AND PROVIDERS

The digital transformation allows healthcare providers to increase both effectiveness and efficiency by using powerful tools to automate and enhance a long list of crucial logistics.

These same tools also have an enormous positive impact on the patient experience by making it easier to book or change appointments, to quickly get in touch with the right professional, to renew prescriptions, and to stay engaged in care programs.

Healthcare is changing for the better, and NEC is proud to help enable this transformation.

NEC's UNIVERGE BLUE ENGAGE helps healthcare providers deliver a better patient experience – through best-in-class contact center features that create efficient interactions, meaningful insights, productive teams, and an overall superior patient experience.

HEALTHCARE CHALLENGES

NEC UNIVERGE BLUE® ENGAGE is the cloud-based solution designed to scale from the smallest single-channel informal contact center, to the most sophisticated omni-channel environment.

NEC UNIVERGE BLUE® ENGAGE comes in three packages, built to meet the needs of any organization.

NEC offers exceptional technical support and 99.999% uptime SLA.

TRANSFORMING HEALTHCARE

NEC's UNIVERGE BLUE® ENGAGE cloud contact center addresses many important healthcare use cases, including:

- › **Improving the patient experience** by making communication more convenient and effective
- › **Facilitating patient outreach and engagement** through automated communications channels
- › **Extending care team collaboration** to ensure anywhere, anytime accessibility
- › **Maintaining high compliance** standards across all communications channels and payment options
- › **Leveraging Electronic Health Records** to improve personalization and increase self-service

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NEC Corporation of America
www.necam.com

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