

SUCCESS STORY | HEALTHCARE

US-based healthcare provider ensures compliance through a secure, scalable recording

An easy-to-deploy, feature-rich audio, screen, and redundancy recording solution for multiple data sources



About the client

The client is a leading healthcare provider who offers low-cost and best-in-class oral health care services to over 27+ million Americans through a network of more than 80 health centers in 6 states via multiple alliances.

Requirement

The client was looking for an easy-to-deploy, feature-rich, scalable and secure audio, screen, and redundancy recording solution that makes it easy to record and manage interaction data from multiple channels and data sources in a single place.

Solution

As a strategic global alliance partner of NICE

for customer experience management, Servion implemented NICE's comprehensive interaction recording solution and has been providing managed services. Our services helped the customer to quickly meet HIPPA compliance and other operational requirements, such as high availability, disaster recovery, etc.

The solution included:

- An **easy-to-use, scalable recording** solution that provided a single place to define and implement quality practices
- An **interaction recorder** that allows optimal resource utilization and virtually supports any communication and storage environment

- Multiple agent scoring, coaching workflow, WFM for scheduling split shifts for outsourced agents

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- Intuitive configuration and administration ensured **comprehensive compliance** and minimized organizational risk

Business outcomes

Servion's implementation and managed services brought about several tangible benefits for the client. Some of them include:

- Fast and easy recording retrieval and intelligent quality management

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- Achieved business, IT and HIPPA compliances in a complex environment

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- Supported a wide range of storage and archiving possibilities

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- Resolved all outstanding operational issues in a timely fashion

For more than 25 years, Servion has been trusted by customer-centric brands for designing, building, running and optimizing Contact Centers and Customer Experience (CX) solutions. Our 1100 CX professionals apply their passion and deep domain expertise to the entire design-build-run-optimize solution lifecycle. For more information, visit <https://servion.com/>.



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