



ConvergeOne

# ADVISORY SERVICES FOR HEALTHCARE

## Promoting Healthcare Information Access Through Advanced Communication Services



While consumer behaviors and expectations heavily influence healthcare market changes, only 27% of healthcare organizations are proactively seeking first-mover advantage through the adoption of innovative technologies that consumers are demanding, according to a study conducted by Harvard Business Review Analytic Services. ***Are you ready to take a step ahead of the competition?***

In healthcare, there is no difference between voice and data. It is all information. At ConvergeOne, we help healthcare providers like you acquire and deliver the right information to the right place at the right time—regardless of media, mode, or format.

ConvergeOne Advisory Services is a professional consulting organization that links administrative, clinical, and operational requirements directly to the design, integration, and support of advanced communications services. We lead with demonstration of business value that is followed by technical value in order to expand reach, touchpoints, and opportunity in tangible, measurable ways.

Our goal in all cases is to assist you in making clinical and business improvements to your operations that are strategic and can be measured in tangible terms, including:

- Cost reduction,
- Quality improvements,
- Patient/member and staff experience improvements,
- Competitive positioning,
- Security, and
- Customer growth.

ConvergeOne Advisory Services is vendor and application-neutral. We objectively analyze your business requirements, workflows, and processes in conjunction with your technology needs to assure significant business value is realized from your existing and future communication system investments.

# ADVISORY SERVICES COMPONENTS



- **Communication Roadmap Planning:** Planning, design, and return on investment (ROI) development of short- and long-term communication solutions (for contact center, collaboration, and communication services)
  - **Enterprise:** Assists you with the enhancement of your real-time collaboration and information access needs, transforming your communication infrastructure from a cost-based utility to a value-based asset
  - **Contact Center:** Enables you to maximize contact center resources and capabilities, thereby improving customer service, market opportunity, and revenue
- **Process:** Workflow/process design optimization and enablement that takes advantage of inherent communication service capabilities
- **Adoption Services:** Reinforcement programs that drive business gains via utilization of unique features/functions
- **Education:** Custom business- and technology-specific knowledge transfer regarding industry, markets, and suppliers
- **HealthCheck:** Business/technology compatibility, capacity, requirements, and capability
- **Program Management:** On-site resource coordination, planning, and management of complex, large-scale solution implementation and operation

## The ConvergeOne Difference

Our expertise is evident in the depth and experience of our team. Our Advisory Services team consists of specialists with healthcare expertise who, on average, possess 25 years of experience in the industry. We understand the unique challenges faced by healthcare providers, and our knowledge of advanced communication services can be applied to a number of areas, including:

- Patient access and scheduling systems,
- ADT,
- Nurse call and contact centers,
- Medical and business systems integration,
- Medical informatics,
- Medical devices,
- Diagnostic testing results management,
- Continuum of care,
- Patient experience,
- Billing and collections,
- Chronic disease and care management, and
- Wellness management.



**TAKE THE FIRST STEP: CONNECT WITH OUR TEAM**

Contact the ConvergeOne Advisory Services team today at [advisoryservices@convergeone.com](mailto:advisoryservices@convergeone.com).

