



RESPONSIVE PATIENT CARE

Transforming Patient Visits by Migrating Telehealth to the Cloud



Challenge



A large healthcare provider needed to integrate Cisco video conferencing with the Microsoft Teams collaboration platform.



As they prepared to move to Microsoft Teams, they were concerned about video interoperability with future deployments.



Because of their role in patient care, the solution had to be easy to use and always available to ensure patients received the proper treatment.

“Demand for virtual care visits [is] expected to surge beyond 1 billion visits in 2020.”

— Forrester, April 2020

Solution

ConvergeOne led the seamless integration of a comprehensive collaboration solution that included video, audio, and content sharing, ensuring that the customer could provide exceptional telehealth services to its patients without interruption.

Results

1,000

ENDPOINTS SAVED

Integrating Cisco endpoints into the Microsoft Teams environment eliminated the need to replace 1,000 Cisco endpoints.

40,000

CALLS A DAY

Originally designed for 300 concurrent calls, the solution has been expanded to support up to 40,000 calls a day over the last two months.

99.99%

UPTIME

ConvergeOne has maintained an SLA of 99.99% uptime, with flexibility to expand the environment when there is increased demand.



Do you want an industry-leading telehealth solution that positions you as an innovative and forward-thinking healthcare provider that puts your patients first? Register for a no-obligation, one-hour workshop that will provide you with a roadmap to success: convergeone.com/telehealth