

Leading children's healthcare system partners with GDT to restore trust and reliability in healthcare communications

Summary

A leading children's hospital partnered with GDT to modernize its contact center. After outages, stalled migration efforts, and rising costs, the organization needed a more reliable, scalable solution. GDT simplified the environment and transitioned the hospital to a cloud-based contact center delivered as a managed service and powered by Cisco. The result is a fully migrated Webex Contact Center platform with improved reliability and efficiency and a strong foundation for future innovation.

Customer overview

Our client is a leading children's hospital system in Texas, with approximately 50 locations employing close to 14,000 staff members and 1,000 contact center agents.

The hospital system delivers critical 24x7 patient services where reliability, responsiveness, and efficiency are essential to patient care.

The challenge

As the organization's contact center environment evolved, it became increasingly complex and difficult to manage. A split deployment across multiple platforms created operational silos, limited visibility into performance, and slowed the organization's ability to respond to changing patient needs.

Key challenges included:

- Fragmented environment across multiple platforms and providers
- Limited reporting and lack of end-to-end visibility across contact center operations
- Frequent downtime and reliability issues impacting a 24x7 care environment
- Increased mean time to resolution due to unsupported legacy systems
- Failed migration efforts with another provider, resulting in delays and rising costs
- Internal team strain, with limited ability to manage and optimize the environment



The solution: A managed contact center solution powered by Cisco, built on Webex Contact Center

The engagement began with advisory workshops to assess the existing environment, identify gaps, and define the requirements for a modern, cloud-based solution. Our team worked closely with stakeholders to map critical workflows, validate use cases, and align on desired outcomes. A three-month proof of concept (POC) demonstrated the platform's reliability and performance, after which the solution transitioned into a fully managed service model.

Key elements of our solution:

- Migration to Webex Contact Center cloud platform
- Managed service model including licensing, support, and lifecycle management
- Continued support of legacy systems during transition to ensure 24×7 operations
- Integration with healthcare systems, including Epic, for streamlined workflows
- Workforce management capabilities supported by Calabrio
- Healthcare integration enablement through SpinSci
- Dedicated experience and technical managers with ongoing optimization support
- Quarterly business reviews to drive adoption, performance, and future planning

The approach

GDT acted as a strategic partner throughout the engagement, providing not only technology and support but also ongoing guidance and optimization.

By quarterbacking issue resolution and delivering 24×7 support, GDT enabled the hospital's internal teams to focus on architecture and innovation — while ensuring critical systems remained operational at all times.

The results

Consolidating platforms and moving to a managed, cloud-based contact center, the hospital system restored trust and improved both operational performance and patient experience. The new platform enables greater visibility and lays the groundwork for automation, self-service, and AI-driven workflows.

Our solution enabled:

- Significant improvement in system uptime and reliability
- Reduced mean time to resolution and fewer support incidents
- Full end-to-end visibility across contact center operations
- Streamlined workflows and improved agent efficiency
- 30% faster onboarding of new locations and acquisitions
- Improved integration with Epic for more seamless patient workflows

Managed collaboration services

GDT's managed collaboration services provide a fully integrated approach to modernizing enterprise communications, bringing calling, meetings, messaging, and contact center capabilities into a single, cloud-delivered platform. By managing the entire collaboration lifecycle, from migration through ongoing operations, GDT helps organizations reduce complexity, improve reliability, and deliver a consistent user experience across all locations.

This outcome-driven model enables businesses to scale more efficiently, onboard new users and locations faster, and shift from reactive support to proactive optimization — all within a predictable cost structure.

Learn more: <https://gdt.com/capabilities/collaboration/>.

[Request a workshop](#)