

Large hospital system saved 40% with GDT contact center solutions

Summary

A hospital system with hundreds of locations across the southeastern U.S. wanted to replace a complex, inefficient, on-premises contact center with a streamlined cloud platform that would cut costs, boost productivity, and reduce application sprawl. As the company's trusted contact center solutions partner, GDT led the implementation of a cloud-based solution with AI-powered capabilities that improved patient satisfaction and operational efficiency, while reducing telecom costs by as much as 40%.

The challenge

Our customer wanted to migrate contact center operations from on-premises to cloud-based to achieve cost savings, simplify applications, improve the patient experience, and enhance business continuity. The organization also wanted the ability to leverage AI-enabling features to boost first-call resolution rates.

Key challenges included:

- Growing costs and application complexity due to aging on-premises infrastructure
- Fragmented solutions that lacked integration with core software, such as Epic
- Difficulty adding AI and other innovative features to improve patient experience
- Required a business continuity plan in the event of a cybersecurity event

Customer overview

Our customer is a leading healthcare provider, operating more than 400 hospitals, clinics, and urgent care centers across the Gulf South.

Nationally recognized for quality care and services, the organization employs more than 40,000 team members and serves an estimated 1.6 million people. Since 2019, GDT has managed the customer's day-to-day contact center operations under a Contact Center as a Service (CCaaS) managed services contract.



The solution: Cost-efficient, AI-enabled, cloud-based contact center

GDT earned the customer's trust through years of partnership, serving as a strategic advisor and an extension of the team through our CCaaS relationship. We were then positioned to lead the migration from an on-premises Cisco environment to Cisco Webex Contact Center, which consolidated application vendors and improved operational efficiency.

Following our assessment of application migration options and AI-enablement potential, we delivered a modern, AI-enabled platform that automated call answering, triage, and routing for faster resolutions, lower costs, and better patient experiences.

Key elements of our solution:

- Cost efficiencies, application/migration, and AI-enablement assessments
- Migration of the contact center platform from an on-premises Cisco solution to Cisco Webex Contact Center
- Implementation of AI natural language understanding for first-call resolution
- Native integration with Epic, Salesforce, and ServiceNow

In addition to completing the migration project, we helped the customer transition other high-cost services, such as outbound patient notifications and appointment confirmations, from third-party vendors to an out-of-the-box solution at a fraction of the cost.

The results

With proactive platform and project management, GDT helped the customer launch a modern, AI-enabled contact center that improved patient service and reduced costs through integrated software.

Our solution enabled:

- Cost efficiencies that saved up to 40% annually on telecom application spending
- Bolstered contact center resilience by migrating solutions to the cloud
- Eliminated future infrastructure upgrade costs for on-premises solution
- Improved patient satisfaction by enabling first-call resolutions
- Provided capacity relief, operational agility, and time savings for staff

GDT contact center and collaboration solutions

Discover how we can help your business protect and grow revenue, increase operational productivity, and minimize risk through GDT contact center and collaboration solutions.

GDT takes a comprehensive, advisory-led approach to every engagement, using in-depth assessments and relationships with leading OEMs to align and tailor solutions to your organization's specific needs.

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

[Request a workshop](#)