

# Healthcare

## Healthcare provider finds easier way to predict cost and scale.

With support from Verizon, the healthcare provider migrated over 10,000 agents from Genesys Engage and Avaya on-prem, and transformed the customer experience with services like Genesys Cloud. Its technologies were outdated, and it required an easier way to estimate costs, scale based on seasonality, and upgrade its call routing experience. Verizon and Genesys knew just what this company needed to evolve its contact center. This brought the healthcare provider scalability, agility, and flexibility, ease of deployment and onboarding, and a way to simplify ongoing maintenance. Additionally, integrated platforms like SIP and intelligent call routing enhanced the customer journey with seamless, end-to-end functionalities.

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### About Genesys

Genesys® powers more than 25 billion of the world's best customer experiences each year. Our success comes from connecting employee and customer conversations on any channel, every day. Over 11,000 companies in more than 100 countries trust our #1 customer experience platform to drive great business outcomes. Genesys on-premise and cloud solutions are built to be fluid, instinctive and profoundly empowering. Combining the best of technology and human ingenuity, we work the way you think.

### About Verizon

For over 30 years, Verizon has helped global enterprises launch innovative contact center solutions. As an operator of one of the world's largest IP networks, our industry experience helps you meet the needs of hybrid workforces with Cloud CX. Deliver consistent caller experiences, and connect to customers worldwide with our leading contact center solutions.