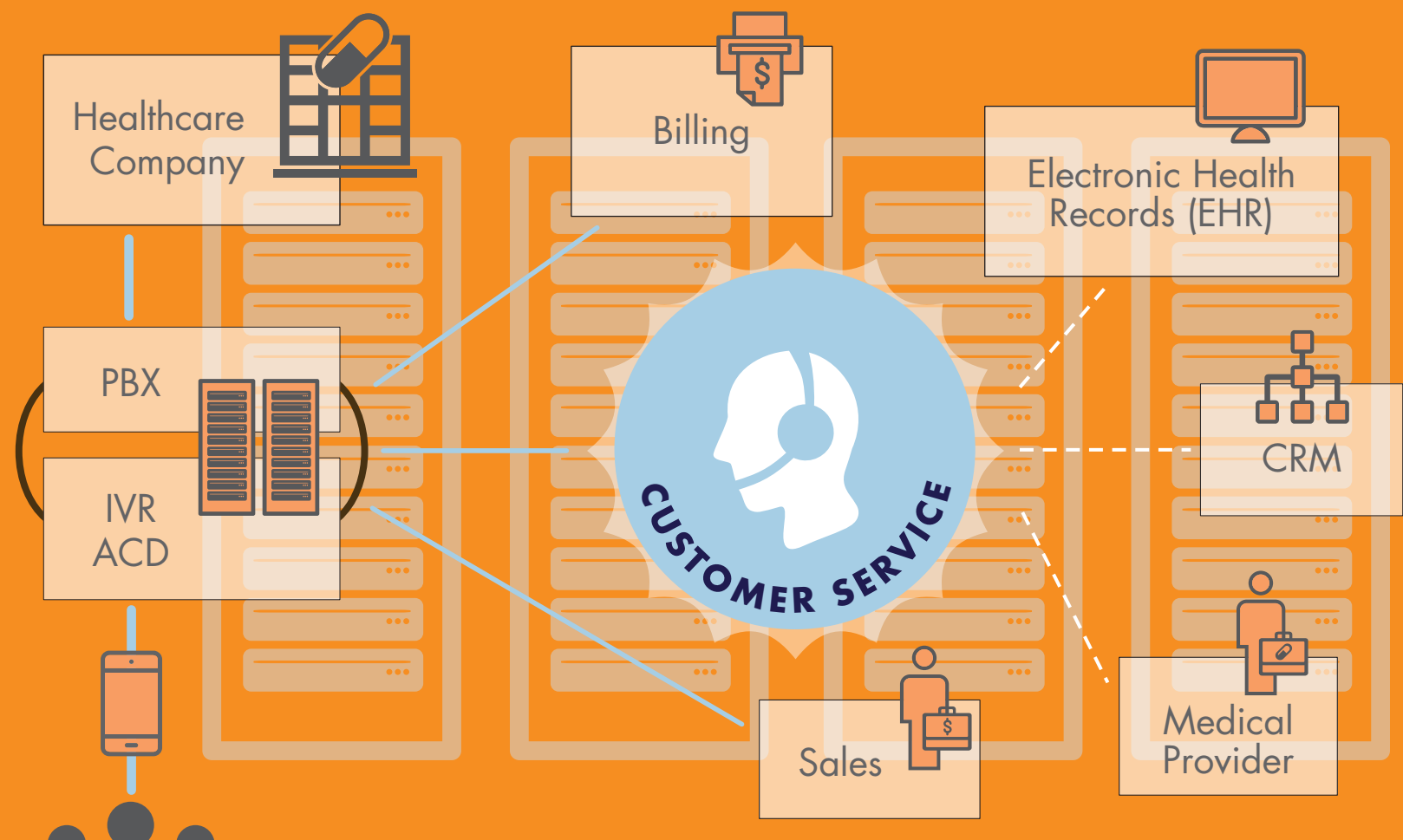


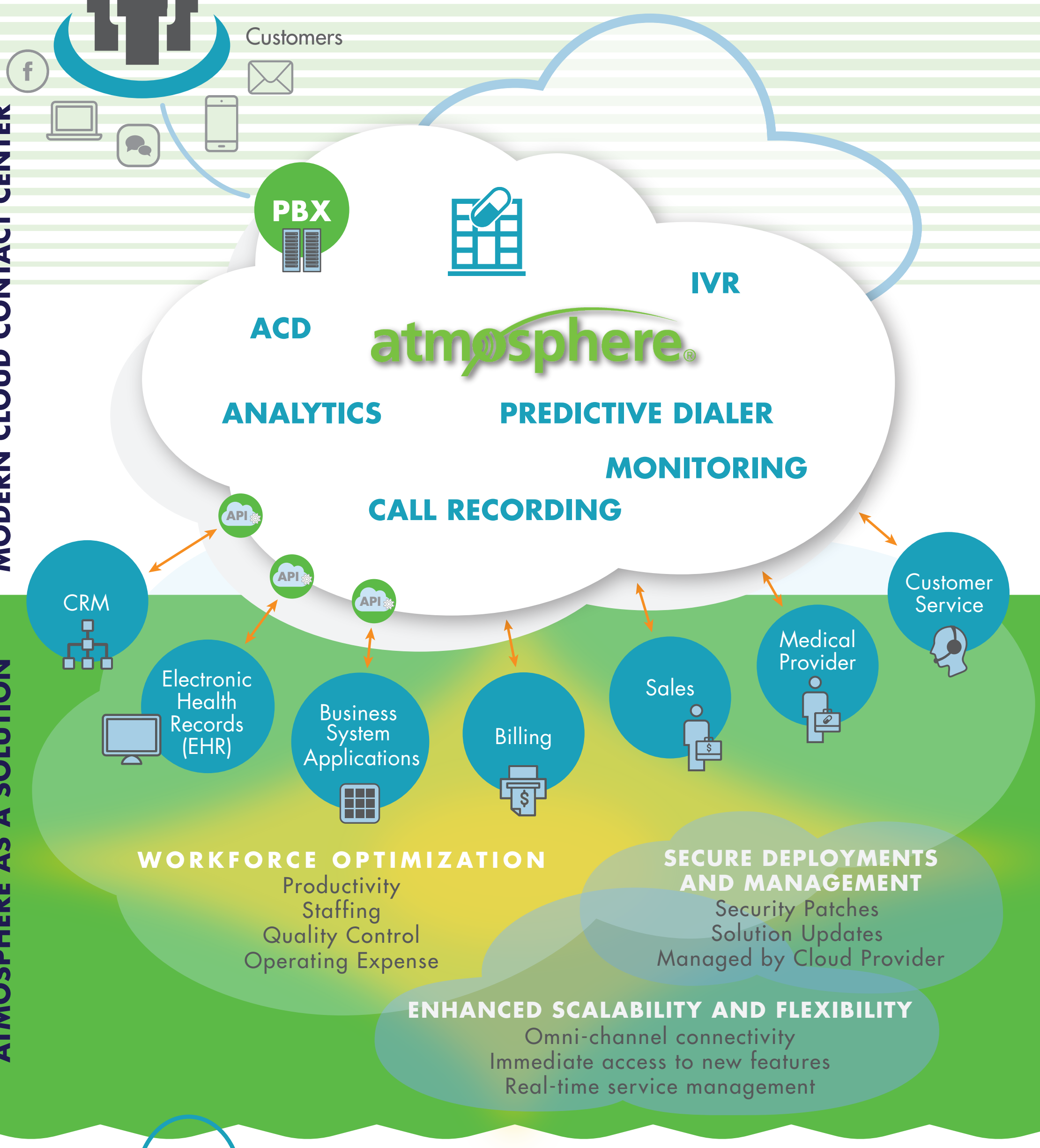
EVOLUTION OF THE CONTACT CENTER AND PATIENT EXPERIENCE

LEGACY CONTACT CENTER



- ISSUES FACED BY HC COMPANIES:**
- Fragmented communication, connectivity and system integration
  - Limited lifespan for legacy equipment
  - On-going operational costs to maintain IT staffing, equipment, operating systems and software
  - Difficult to deploy and limited access to features

MODERN CLOUD CONTACT CENTER  
  
ATMOSPHERE AS A SOLUTION



85%

of responding (healthcare) organizations surveyed view customer experience provided through the contact centers as a **competitive differentiator**.  
© Deloitte. Report citation: Enterprise contact center. A strategic opportunity for health care providers.

“The Atmosphere solution delivers a superior patient and clinician experience. Data collection and transmission is easy, efficient and accurate. Clinicians have the information they need, and patients receive the care they deserve. Our investment in the Atmosphere solution sets us apart from the competition.”  
- Healthcare Technology Company VP of Operations

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