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# Large Healthcare System Modernizes Communications Platform on an Aggressive Timeline

The client, a large healthcare system with over 100,000 caregivers, 50 hospitals and 1,000 clinics across the US, came to Bridgepointe needing to move out of their existing data center but discovered they had a much bigger challenge on their hands.

## Strategic Initiative Drives Need to Replace Aging On-Premises Solution

The healthcare system's payor arm had a strategic initiative that required it to move out of the existing data center by the summer of 2024. The client's team quickly recognized that their aging on-premises communications platform, including their contact center communications system, would need to be modernized as part of this process.

BridgepointeCX was engaged as a strategic advisor on the project to expedite the migration to a new platform and ensure the deadline for their data center move was met.

## Selecting the Right Platform for an Industry-leading Patient Experience

he client's work with BridgepointeCX started with assessing their current and future state requirements during the 'Art of the Possible' workshop. This enabled the client to not only fully understand the current needs of their existing system but critically to determine their future-state requirements for a new platform.

Next, the Bridgepointe team led the client's RFP process, guiding them through liaising with vendors, cost/benefit analysis and selecting a new platform.

A crucial requirement for the client was the ability to implement a new solution that was as close as possible to their existing platform, but also able to provide new modern features and capabilities. The final selections were RingCentral, Nice CXone and Omilia, as this was consistent with their legacy solution but had the power to deliver an industry-leading patient experience with best-in-breed features and functionality.

Following the selection of the suppliers, BridgepointeCX led the implementation for the client and provided staff augmentation for critical roles such as the Business Transformation Office (BTO).

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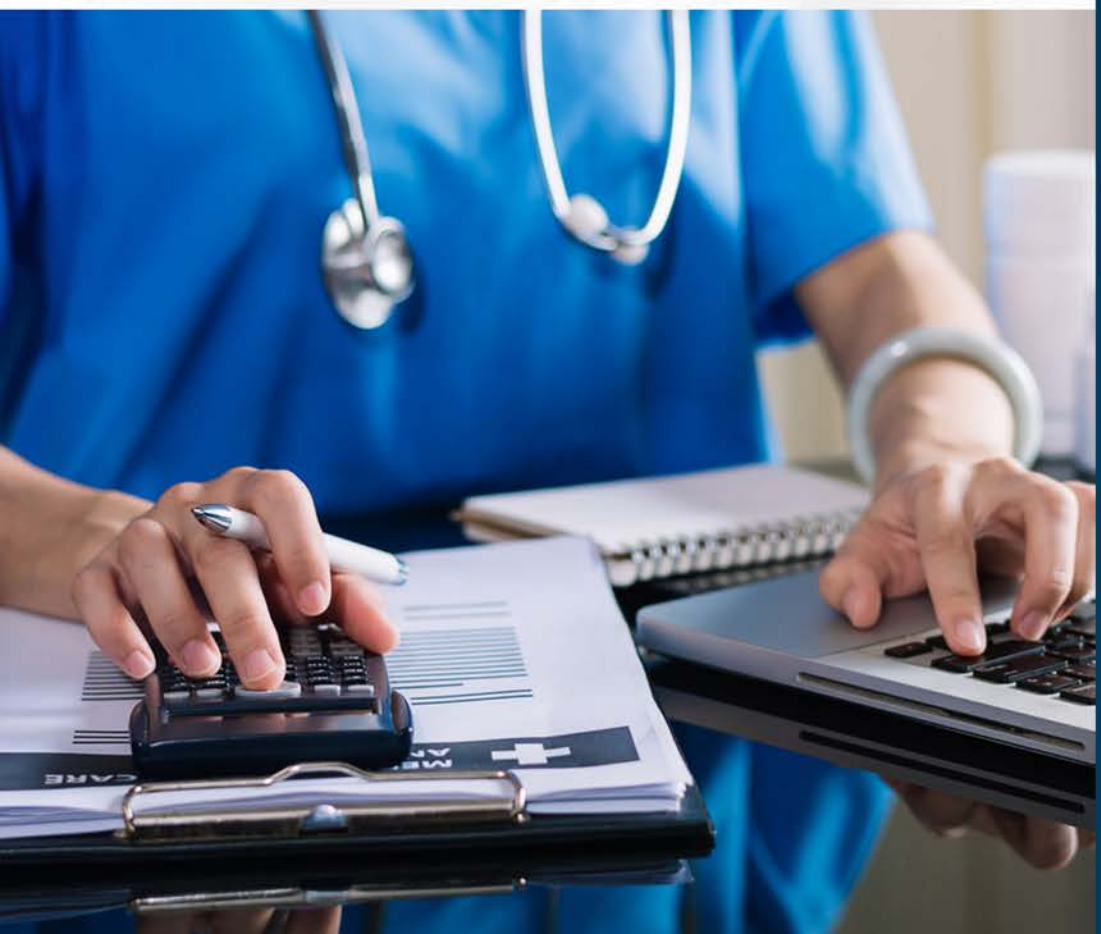
# Maximizing the Potential of their Platform to Deliver a World-Class Experience

BridgepointeCX helped the client meet their aggressive timeline for the data center project and quickly transition from their outdated legacy communications platform to a modern solution that meets their needs for today and tomorrow.

The deep CX expertise of the Bridgepointe team enabled the client to ensure that they selected the right suppliers at the right price without compromising on their requirements. Throughout the project, BridgepointeCX filled in critical staffing, such as the Business Transformation Office or BTO role, which allowed the client to meet their timeline and protect against potential pitfalls of implementing their new platforms. The BTO function ensured the project was on track while guiding the client on best practices for their new platforms.

The client has engaged Bridgepointe for ongoing managed services with an expert resource handling their platform daily. Additionally, the BTO role has continued so the client can maximize their investment in their communications platform while focusing on delivering a world-class experience at every step of the patient journey.

The healthcare system is now looking to the future with a new project with BridgepointeCX for the next evolution of its contact center. It will also migrate to a modern communications platform for its hospital system.



**BridgepointeCX helped the client meet their aggressive timeline for the data center project and quickly transition from their outdated legacy communications platform to a modern solution that meets their needs for today and tomorrow.**

**BridgepointeCX services included:**

- **Art of the Possible Workshop**
- **RFP Process and Vendor Selection**
- **CX Implementation**
- **Ongoing CX Managed Services**
- **Staff Augmentation Including BTO**

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