

3 Reasons to Go Cloud in Your Contact Center

Streamline operations. Enhance care. Maximize returns.

1 Replace On-Prem Tech

The Challenge: Traditional on-prem systems require substantial upfront investment, ongoing maintenance costs, and dedicated IT resources.

Our Solution: A cloud-based operator console eliminates hardware expenses and reduces the IT burden of managing on-prem tech.

ROI Impact

- Reduction in total cost of ownership
- Elimination of hardware upgrades
- Decrease in IT maintenance hours dedicated to system management
- Remote updates to the software

2 Improve Clinical Communication

The Challenge: Fragmented communication channels lead to critical delays, missed messages, and compromised patient care.

Our Solution: A unified cloud-based console centralizes all hospital communications in one secure platform. Integrate your clinical communication platform and schedules to ensure seamless, accurate connections.

ROI Impact

- Faster clinical response times
- Decrease in communication-related errors
- Improved patient outcomes through faster care coordination
- Reduced liability costs associated with communication failures

3 Expand Talent Pool and Improve Retention

The Challenge: Hiring limitations, high turnover rates, and extensive training periods create staffing challenges and lost productivity. It's 2025—employees need the flexibility to work remotely. On-prem contact center solutions make that impossible. Many call center agents have knowledge they've acquired over time that consists of pieced-together workflows and memorized physician phone numbers & contact preferences. This makes it difficult to implement a standardized training model for new hires.

Our Solution: Cloud-based console enables work-from-anywhere flexibility. New hires can be easily onboarded with a standardized training curriculum.

ROI Impact

- Improvement in staff retention rates
- Faster onboarding and training process
- Larger candidate pool through remote hiring capabilities
- Continuity of operations during emergencies through remote work options
- Support hospitals from any location, attracting and retaining staff with remote work options

Cloud Advantages



Automatic updates:

Always current without IT overhead

Scalable solution:

Grows with your organization

Enterprise-grade security:

Exceeds HIPAA requirements

Remote work enabled:

Operate from anywhere with internet access

Decision Points for Leadership



Financial: Remove unpredictable hardware expenses

Clinical: Improve patient outcomes through enhanced communication

Operational: Solve staffing challenges through remote capabilities

Strategic: Future-proof communication infrastructure with scalable technology



“Replacing the legacy call center technology with PerfectServe’s Operator Console has been a game-changer for our agents’ workflow.”

—Jim Keller
Munson Healthcare



“The quick action buttons for accessing codes; the ability to quickly transfer or hand off calls; and the prioritized queue system have all contributed to a more efficient and reliable communication setup.”

—Jim Keller
Munson Healthcare

About PerfectServe

PerfectServe accelerates speed to care by optimizing provider schedules, streamlining clinical communication, and engaging patients and their families in the care experience. Our cloud-based software simplifies complex clinical workflows and schedules with secure and timely communication by dynamically routing messages to the right person at the right time. We drive more efficient care collaboration in all settings to improve patient outcomes and bring joy back to caregivers. PerfectServe has 25 years of experience and is a trusted partner to more than 500 hospitals and 30,000 medical practices.

To learn more or schedule a demo, please contact us:

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