



May 30, 2017

Healthcare Technology Innovator Improves Patient Experiences by Transitioning Contact Centers to the Cloud with Five9

Company Replaces Legacy On-Premise System with the Five9 Cloud-Based End-to-End Solution which Seamlessly Integrates with Salesforce CRM

SAN RAMON, Calif.--(BUSINESS WIRE)-- [Five9, Inc.](#) (NASDAQ: FIVN), a leading provider of cloud software for the enterprise contact center market, today announced that the Five9 Virtual Contact Center (VCC) has been selected by a leading healthcare company to modernize and transform their contact centers from silos of customer service into a true end-to-end engagement center of excellence. The customer had multiple legacy platforms with limited integration between its ACD's, CRM, WFO, and Analytics - Five9 was chosen for the ability to implement a complete solution including IVR, ACD, WFO (including WFM, QM, and analytics), outbound pro-active care, as well as a deep integration to their Salesforce CRM solution -all designed to improve performance, reliability and ultimately to provide a better patient experience.

The healthcare company, with more than 4,000 employees across North America, has a mission of "Better Care for All." To accomplish this they are constantly innovating to meet and exceed customer expectations, such as being first to market to offer cloud and mobile point of care applications. These applications connect nearly 90,000 healthcare providers with over 80 million patients, and has improved medical record administration, deepened patient engagement, and enhanced overall health services. To service this load, they utilize hundreds of contact center agents, who are responsible for fielding inbound patient interactions and initiating proactive outreach to independent practitioners, hospitals and insurance companies. The company realized its ability to execute on its mission was being compromised when it started to have issues with delivering an excellent customer experience on a global basis. It embarked on a process to modernize to a new contact center solution that was reliable, robust and ultimately improve the patient experiences, and Five9 was the answer.

"As a company that leverages the cloud to provide the best services available to our customers, we did not want to expand our investment in obsolete technologies that offered limited performance and were unable to integrate with cloud-based systems and platforms that support our business," said the IT executive from the company. "We made the decision to explore alternative solutions, focused on identifying an end-to-end cloud solutions capable of easily integrating with our Salesforce CRM to support our continued business growth. Through this effort it quickly became clear that Five9 was the perfect fit across several areas - from the shared vision around cloud adoption to the performance and integration their solutions have provided. We have been delighted with the results."

An in-depth evaluation of the platform by the company's IT department found the Five9 cloud platform to be secure, reliable and scalable. Contact center agents and managers involved in the process rated the Five9 VCC user interface very highly. With the solution the company is future proofing as it plans to add several of the [omnichannel](#) capabilities along with customer journey analytics to further enhance the customer experience.

"This has been a very successful collaboration between two innovative companies that fully realized the transformational business benefits of cloud computing," said Mike Burkland, President & CEO, Five9. "Supporting hundreds of concurrent seats, this engagement represented a win-win for both companies - the customer has experienced impressive initial results, and Five9 was the technology behind those results, allowing the customer to get one step closer in their mission of 'Better Care for All.'"

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About Five9

Five9 is a leading provider of cloud software for the enterprise contact center market, bringing the power of the cloud to thousands of customers and facilitating more than three billion customer interactions annually. Since 2001, Five9 has led the cloud revolution in contact centers, helping organizations transition from legacy premise-based solutions to the cloud. Five9 provides businesses with cloud contact center software that is reliable, secure, compliant and scalable, which is designed to create exceptional customer experiences, increase agent productivity and deliver tangible business results. For more information visit www.five9.com.

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Source: Five9, Inc.

News Provided by Acquire Media