



Your Efficiency Rx for Healthcare Operations: Solutions from SoftwareOne and AWS



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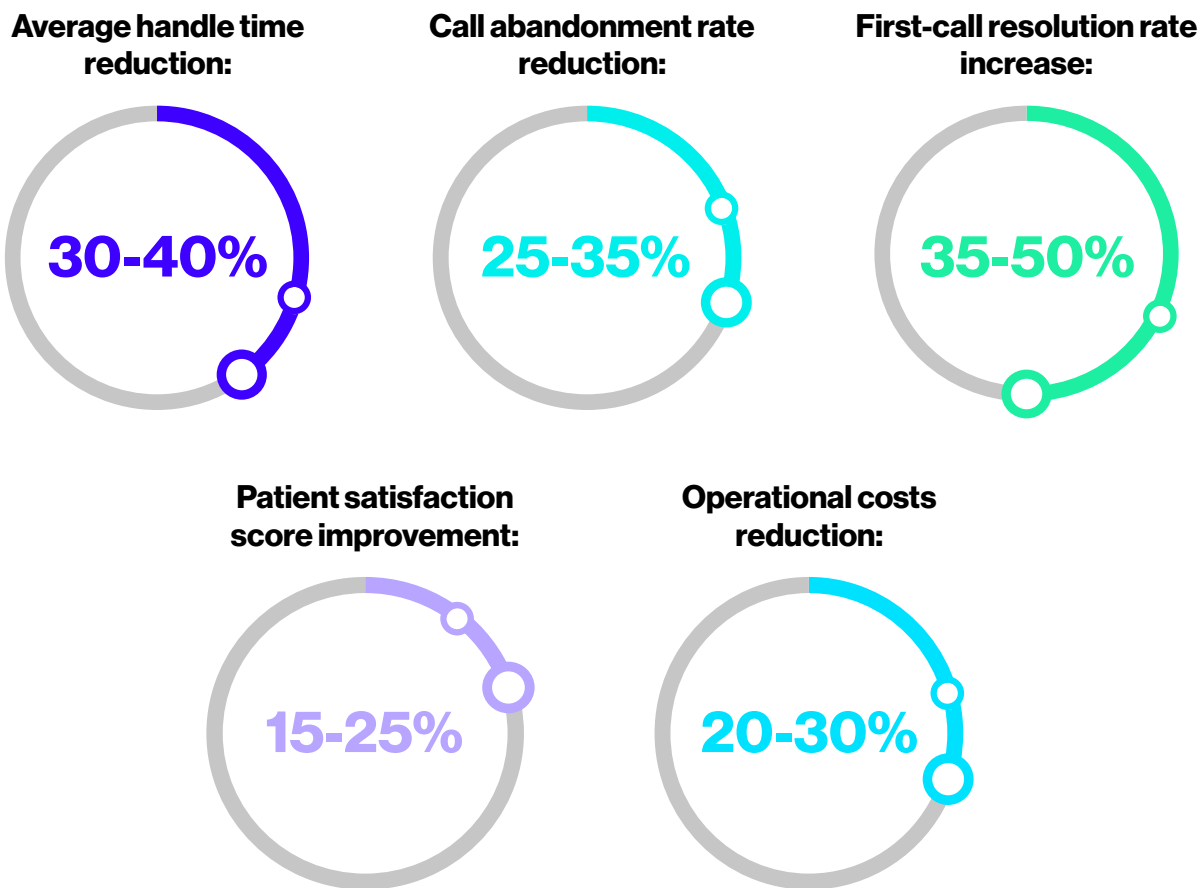
The Diagnosis: Acute Strain on Healthcare Operations

Your patient experience is suffering. Communications staff face overwhelming call volumes, complicated scheduling processes, and mounting compliance risks—while patients wait for callbacks and care. This systematic burden directly impacts your financial health as providers struggle with rising costs, critical staffing shortages, and pressure to reduce readmissions.

Healthcare organizations need data-driven solutions that understand their unique operational challenges and patient journeys. Modern Customer Experience (CX) and Patient Experience (PX) platforms can improve outcomes and quality of care by streamlining operations and transforming broken processes.

Through strategic technology partnerships, healthcare organizations can implement HIPAA-compliant Contact Center as a Service (CCaaS) solutions like Amazon Connect. These platforms integrate with existing systems to reduce administrative burden and optimize how your staff works, freeing them to focus on what matters most—delivering exceptional patient care.

Typical Operational Improvements from Amazon Connect

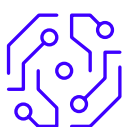


The Future of Healthcare Operations

At SoftwareOne, we help healthcare organizations prepare for tomorrow's opportunities. Our CX advisory team continuously monitors emerging technologies and industry trends so our clients stay ahead of evolving patient expectations and operational requirements.

AI-Driven Operational Intelligence

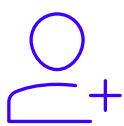
We help organizations leverage artificial intelligence to transform their operations. Our expertise in AI implementation enables:



- Predictive analytics for resource allocation
- Early identification of potential care issues
- Automated triage and routing optimization
- Personalized patient engagement strategies
- Proactive operational adjustments

Advanced Patient Engagement

The future of healthcare operations centers on creating more personalized, efficient patient experiences. Our team helps organizations implement:



- Intelligent virtual health assistants
- Proactive care coordination systems
- Voice-activated health monitoring
- Personalized communication preferences
- Integrated care journey tracking

Operational Analytics Evolution

We help organizations leverage increasingly sophisticated analytics capabilities to drive operational improvements. Our solutions enable:



- Real-time performance monitoring
- Predictive resource allocation
- Patient journey optimization
- Staff efficiency analysis
- Continuous process improvement

Implementation Roadmap:

Your Path to Enhanced Operational Efficiency

SoftwareOne transforms your operations while minimizing disruption through structured implementation and expert CX guidance, building your innovation flywheel for continuous improvement.

Assessment and Planning (4-6 weeks)

- Comprehensive operational analysis
- Stakeholder alignment sessions
- Workflow efficiency evaluation
- Custom solution design
- Technology infrastructure assessment
- Business Case to secure the investment

Solution Design and Configuration (as little as 4 weeks)

- Detailed workflow mapping
- Security framework implementation
- Integration architecture design
- Performance monitoring framework
- Custom automation development

Integration and Testing (timeline varies)

- Systems integration execution
- Performance optimization
- Workflow validation
- User acceptance testing
- Security testing and verification

Training and Deployment (2-8 weeks)

- Staff training programs
- Performance monitoring
- Phased implementation
- Continuous optimization
- Go-live support

Throughout the implementation process, our team provides:

- Regular progress updates
- Change management support
- Performance metrics tracking
- Ongoing optimization recommendations
- Risk mitigation strategies

SoftwareOne: Your Strategic Partner for Healthcare Communication

SoftwareOne's customer experience (CX) advisory begins by deeply understanding your operational challenges, workflow inefficiencies, patient journey pain points, and aspirations. Our team works alongside yours to identify opportunities for optimization, automation, and innovation that align with your organizational goals.

A pragmatic and holistic approach to operational efficiency sets us apart. While other providers might focus solely on technology implementation, we take a broader view that encompasses:

- Deep industry expertise that informs every recommendation
- Comprehensive understanding of patient journey optimization
- Advanced capabilities in AI and automation strategy
- Extensive experience in healthcare compliance and security
- Advisory services that extend beyond technical implementation
- A focus on identifying practical opportunities to do more with less

What sets us apart is our comprehensive commitment to your operational success. We don't just implement technology—we empower your organization with efficient workflows, seamless patient experiences, secure solutions, and robust change management capabilities. Through proven methodologies and advanced tools like Amazon Connect, we transform fragmented systems into a unified, efficient ecosystem that continuously evolves with your needs. We provide the expertise, experience, and guidance to achieve this transformation.

Our CX Advisory Services

| CX Envision Advisory | CX Automation Advisory |
|--|---|
| Organization workshops focusing on business outcomes | Targeted automation opportunity assessment |
| Technology workshops addressing technical requirements | Integration planning with existing workflows |
| Management presentation with actionable roadmap | Implementation roadmap |
| Comprehensive readiness assessment | Compliance and security framework development |
| Documented use cases and maturity scoring | Total Cost of Ownership (TCO) analysis |
| Total Cost of Ownership (TCO) analysis | Business Case for the proposed enhancements |
| Business Case for the proposed enhancements | |



Amazon Connect: A Flexible Cloud-Based Solution for Healthcare Systems

SoftwareOne leverages Amazon Connect to implement carefully orchestrated solutions. Our CX team's expertise in customizing and implementing Amazon Connect enables us to create communication solutions that precisely match your operational needs and workflow requirements, eliminating the barriers to improving your outcomes.

Strategic Communication Design

Rather than simply implementing standard features, we design comprehensive workflows that reflect your organization's unique operational requirements and also:

- Optimize resource allocation through intelligent routing
- Reduce administrative burden through automation
- Improve patient experience through personalized interactions
- Support value-based care initiatives through enhanced coordination
- Enable data-driven decision making through advanced analytics



Operational Integration

Our integration framework connects your communication platform with every critical healthcare system, including:

- EHR & EMR systems
- Practice Management Systems
- Revenue Cycle Management
- Patient Portals
- Telehealth Platforms

Cost-Effective Scaling

Through our CX advisory services, we help organizations implement solutions that scale efficiently with their needs. Our expertise in cloud-based solutions enables us to build stable foundations that empower you to adapt to changing demands while maintaining cost efficiency—particularly valuable during seasonal variations or unexpected surges in patient volume.

Key Benefits and ROI: Transformation on a Budget

Strategic technology partnerships accelerate adoption of solutions that transform healthcare operations beyond basic maintenance. An experienced partner like SoftwareOne bypasses lengthy implementation cycles through proven methodologies, implementing solutions that are often simpler than expected.

Expected improvements include:

- 30-40% reduction in average handle time through streamlined service delivery, with automated processes like caller authentication and note generation enabling more personalized patient support
- 25-35% decrease in call abandonment rates by combining process improvements with intelligent automation across patients' preferred channels
- 35-50% increase in first-call resolution rates, directly improving patient satisfaction through comprehensive single-interaction support
- 20-30% decrease in operational costs through optimized resources and workflows, generating potential millions in annual savings while maintaining exceptional care quality

Healthcare-Specific Use Cases

Healthcare organizations face unique operational challenges that a modern customer experience solution such as Amazon Connect addresses through simplified EMR integrations (Epic and Cerner, for example), enhancing every aspect of patient support:

Patient Appointment Management

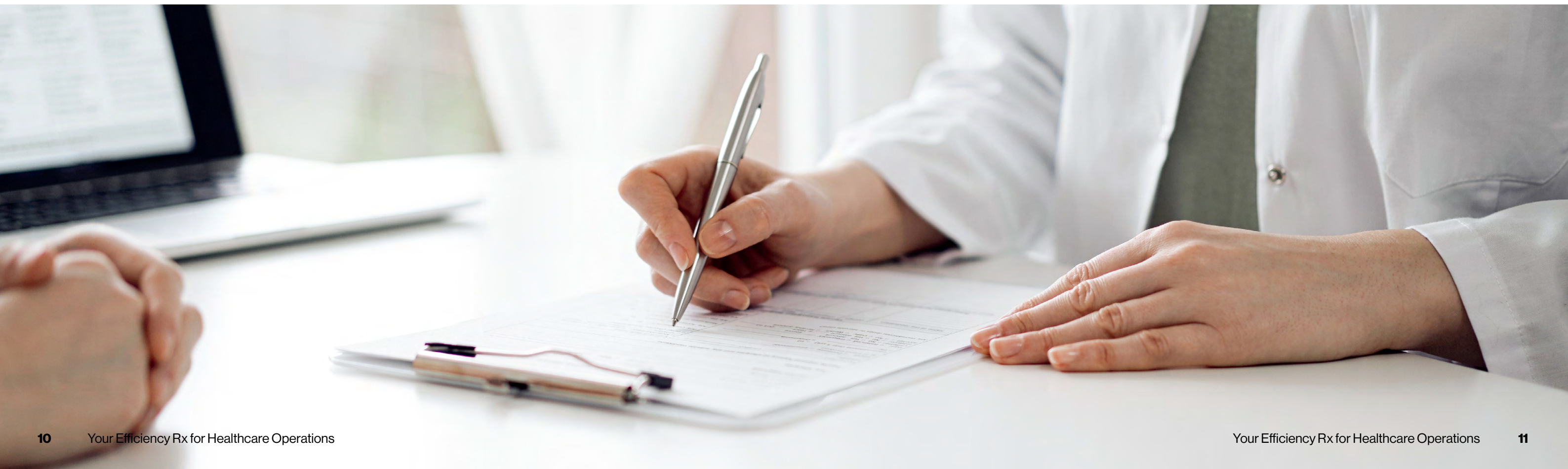
Complex scheduling policies and preferences often require extensive agent training. Intelligent scheduling systems prevent revenue loss and poor experiences by automatically balancing provider availability, patient preferences, and facility capacity—creating efficient scheduling that improves attendance and profitability.

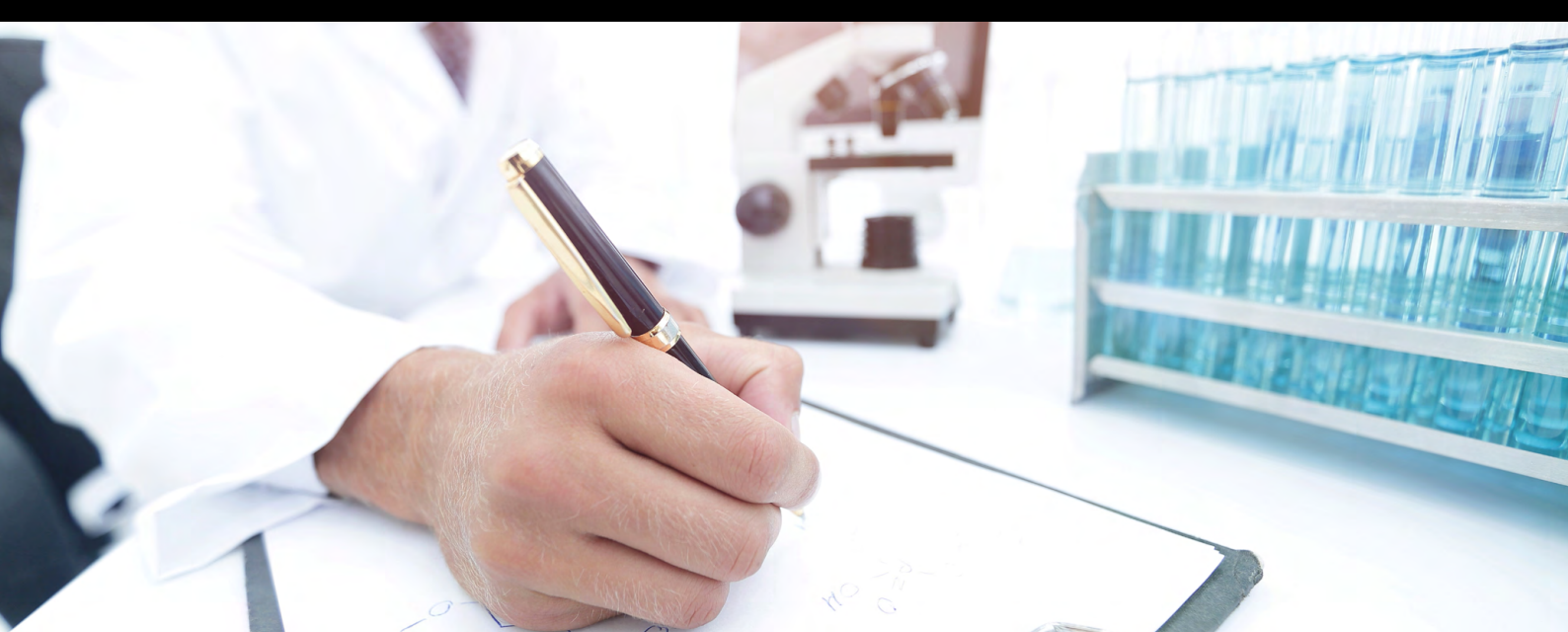
Post-Discharge Care

Automated follow-up systems prevent readmissions through proactive care coordination, scheduling check-ins and escalating concerns to care teams. This maintains high-quality care while reducing staff burden and elevating patient experience.

Chronic Disease Management

Comprehensive solutions enable careful coordination of chronic conditions through automated yet personalized engagement. Systems that combine proactive outreach, medication monitoring, and early warning detection identify complications before they become critical.





Implementation Strategies: Maximizing Efficiency Gains

SoftwareOne and Amazon Connect make transforming healthcare operations manageable and low-risk, delivering significant improvements through targeted steps that maximize impact while minimizing disruption.

Smart Solutions, Not Complete Rebuilds

Rather than migrating systems or rebuilding processes, SoftwareOne identifies targeted enhancements that deliver quick wins. Our healthcare expertise combines with Amazon Connect to improve existing workflows without disrupting critical operations.

Proven Process Enhancement

SoftwareOne brings pre-built solutions and proven frameworks, eliminating reinvention. Our experience quickly identifies which improvements will deliver maximum impact with minimal disruption—from automating routine tasks to streamlining complex workflows.

Seamless Integration

Instead of massive overhauls, proven tools and expertise enable smooth integration between existing platforms, maintaining familiar workflows while adding capabilities that reduce manual work.

Actionable Insights

Properly implemented modern analytics transform complex data into clear priorities. Expert partners configure these tools to deliver relevant insights without overwhelming staff, ensuring improvements address real operational needs.

Compliance, Security, and Integration in Healthcare

Without expert guidance, balancing the requirements for technical systems integrations while preserving the patient's right to privacy and ensuring the security of interconnected systems can be overwhelming. Leveraging purpose-built products can reduce these burdens and allow you to focus on improving the patient experience and your processes.

Compliance-First Design

Amazon Connect is purpose-built for healthcare with embedded HIPAA compliance controls eliminate manual process mapping and security validation, dramatically reducing time and complexity through pre-validated frameworks that simplify monitoring, audits, and ongoing regulatory alignment.

Comprehensive Security Framework

A comprehensive security strategy includes encryption, access controls, audit trails, and incident response—designed to provide appropriate information access without compromising privacy. SoftwareOne takes steps to ensure the solutions you use comply with your existing security framework and do not introduce exceptions.

Systems Integration

Pre-built Amazon Connect integrations with critical healthcare systems eliminate connection complexity and reduce maintenance overhead, enabling rapid deployment of seamless workflows across your EHR, billing, and patient communication platforms.

Connected healthcare ecosystems bring together:

- Electronic Health Record (EHR) and Electronic Medical Record (EMR) systems
- Practice Management Software
- Revenue Cycle Management tools
- Telehealth platforms
- Patient engagement systems
- Communication platforms

Expert-led integrations of critical healthcare systems with proven platforms like Amazon Connect create a powerful operational ecosystem that accelerates workflows, automates compliance, and drives measurable improvements in efficiency and patient care. Each pre-built integration eliminates traditional technical barriers while delivering immediate operational value.



Transform Your Healthcare Communication Today

Tomorrow's healthcare leaders are transforming operations today—moving beyond technology to create truly patient-centered experiences. Every day of fragmented operations impacts patient care and staff satisfaction, which is why healthcare excellence demands operational transformation.

Transform how your organization coordinates care, engages patients, drives outcomes, and supports your mission-critical staff through seamless experiences, empowered teams, and optimized resources. Let's start your transformation journey together.

Ready to Optimize Your Healthcare Operations?

Schedule time with our CX experts to explore the right solution for your organization.



**CONTACT US
TODAY**

Find out more at
www.softwareone.com

SoftwareOne, Inc. | US Headquarters
T. +1 800 444 9890
E. connect.us@softwareone.com



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