Cisco Customer Experience for Healthcare

Service overview

Healthcare organizations are under extreme pressure to deliver and scale value to patients and providers at a faster pace than ever before. That's why Cisco® is focused on driving the most trusted customer experience in the industry, utilizing our expertise and deep data-driven insights to help keep your healthcare organization connected, secure, and automated.

Together with our partners, Cisco Customer Experience helps you get to the outcomes that matter most, with world-leading experts and unmatched digital intelligence to accelerate your success.

Cisco Customer Experience for Healthcare is built on a foundation of excellence, bringing together years of healthcare experience with provider, payer, producer, and pharma organizations, and the unmatched breath and performance of Cisco solutions in healthcare.

Cisco Customer Experience for Healthcare helps remove the barriers standing in the way of your goals with our unique Collaborative Intelligence approach, connecting organizations through three experiences: CX Lifecycle Success, CX Cloud, and Cisco Success Portfolio.

Through these experiences, we help you:

- **Optimize for today's challenges** – Get the most from your technologies with expert guidance and data-driven insights.
- Gain the **agility for tomorrow's changes** – Quickly transform your infrastructure with the right engagement when you need it. Empower your teams to respond faster to challenges and opportunities.
- **Innovate for a future redefined** – Create new, transformative experiences using human and digital intelligence.

Benefits

- Help protect your patient and business data per compliance and regulatory requirements. Provide expert assistance for IT threat management, including incident response, risk mitigation, and breach and attack simulation.
- Better predict and preempt issues and improve your healthcare IT with an ongoing analysis of your infrastructure and application environment.
- Learn best practices for telehealth solutions deployed in your environment.
- Increase the proficiency of your IT teams through expert knowledge transfer.
- Maximize ROI and drive transformation with healthcare IT expertise throughout the technology lifecycle, powered by analytics, insights, and automation.
- Expedite issue resolution with 8x5 case monitoring and escalation support, case tracking and data analytics, and monthly operational insights reporting.

For more information

Maximize your technology investment today. Cisco Customer Experience for Healthcare is here to help you build a strategy to achieve success, while making the most of existing technology investments.

To learn more, visit Business Critical Services and Advanced Services, contact your Cisco sales representative, or email CXHealthcareBD@cisco.com to get started.

What it does

The Cisco Customer Experience team of healthcare experts focuses strategically on the areas of cybersecurity, network foundation and modernization, and enterprise digital engagement. The team will work to understand the priorities of your healthcare organization to build and implement a technology strategy that helps you achieve your goals, faster. We want to enable your organization to:

- Minimize your attack surface by segmenting existing campus networks including medical devices with **Network Segmentation Advisory Services**, and maintain network visibility through mature access management policies.

- Align direction and infrastructure strategy through a guided **Healthcare Digital Transformation Workshop** that identifies the capabilities most important to your IT department, caregivers, and patients, and chart a roadmap through **deep-dive capability-specific workshops** to implement the technologies that make those capabilities a reality.

- Measure the maturity of your infrastructure and design a path to maximize existing technology investments through an **Infrastructure Adoption Model (INFRAM) assessment** with a healthcare-experienced, certified Healthcare Information and Management Systems Society (HIMSS) architect. Cisco expertise in all the INFRAM domains makes us the perfect partner to help you look at the entire infrastructure picture.

Our services are rooted in the business outcomes that matter most to you, and are powered by Cisco's history, its incredible resources, and a wealth of healthcare experience.