Allscripts Improves Call Quality, ServiceNow® Connection, and Innovation with PureCloud

Overview

Healthcare IT vendor Allscripts recently faced a significant and costly upgrade for their operating system environment. At the same time, their premise-based contact center system was up for annual maintenance renewal. Allscripts decided to take the opportunity to simplify contact center operations and move to the cloud—a move that was in line with their general commitment to cloud migration.

Challenges

Allscripts is a global enterprise, with a large concentration of agents in the US and India, and a smaller presence in Canada, Israel, Australia, and Europe. The organization has about 1300 agents and 200 supervisors worldwide. Concurrent usage was estimated at 800 licenses. Agents also need easy access to ServiceNow data when interacting with customers. To ensure business buy-in, requirements included the new cloud solution had to be delivered in a phased approach— something that became an additional project challenge when COVID-19 struck during the project.

Solution

In mid-2019 Allscripts selected Genesys PureCloud as their solution and Altivon as their solution provider. For Genesys, this would be one of the largest customer migrations from PureConnect premise to PureCloud. Altivon has 30 years of contact center solutions experience

and an 8-year technology partnership with Allscripts. "The Altivon team very much understands our business, SLA needs and team skill levels," said David Heath, Allscripts Director of Information Technology. "They are well suited to the way we work."

According to David, the company considers itself pro-cloud, preferring systems to be in the cloud where possible. The reasons for this choice include:

- Responsibility for infrastructure shifts from Allscripts IT to the cloud vendor
- License footprint more demand based
- Faster access to system upgrades, changes and enhancements
- Support for a development framework for building add-on functionality and connections

The IT team used the PureCloud open framework to develop their own ServiceNow connector. "We are quite pleased with the framework," said David. "It is straightforward, and we were able build what our users need to be more efficient."

"WE'VE HAD EXCELLENT ASSISTANCE FROM ALTIVON."

David Heath, Allscripts

Results

Allscripts transferred from PureConnect to PureCloud without problems. "For the most part our rollout has been a non-event," said David. "Altivon worked with us very closely and was both proactive and committed to making sure the implementation went smoothly. There are a lot of gold stars to go around."

There was some resistance to change, but nothing to do with the system itself, said David. In fact, users report that performance and call quality have been even better on PureCloud than they were with PureConnect premise. Once word was out that PureCloud performance and call quality were better, David had users actively requesting the switch.

David reports good acceptance from business units using the home-grown ServiceNow connector—including support and managed services—and the roll out to other groups continues.

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David Heath, Allscripts

"We felt that building a connector using the framework would be very challenging but we quickly saw that we could build something that would work for us and we could make it a very, very good connector without involving a third party," said David. "If a company is thinking about using the framework to do a deep integration, it is probably more straightforward than they are thinking. There's good code there."

Allscripts had an elongated deployment process that David said was entirely due to COVID. "It was a big shock to everyone; we had to send our agents home across the world, especially the large areas of US and India." Business unit leaders were concerned about suddenly changing the way that agents communicate with Allscripts clients in the midst of COVID. "In the end, though, we had a very smooth transition with those working from home," said David. "Even in the regions with poor network and infrastructure, we were able to continue to give good quality service to our clients."

"This has been a difficult year for everyone," summarized David. "From my perspective, Altivon has been our best partner throughout this time of coronavirus."

About Allscripts

Allscripts (NASDAQ: MDRX) is a leader in healthcare information technology solutions that advance clinical, financial and operational results. Our innovative solutions connect people, places and data across an Open, Connected Community of Health™. Connectivity empowers caregivers to make better decisions and deliver better care for healthier populations. To learn more, visit www.allscripts.com, Twitter, YouTube and blog.allscripts.com.