

Respond & Recover with Dynamics 365 Omni-Channel Patient Service Reimagined

Benefits

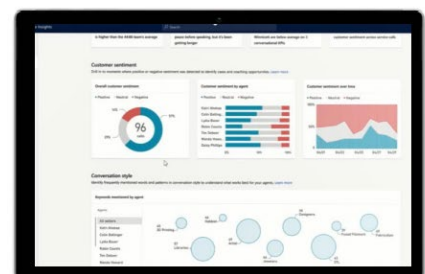
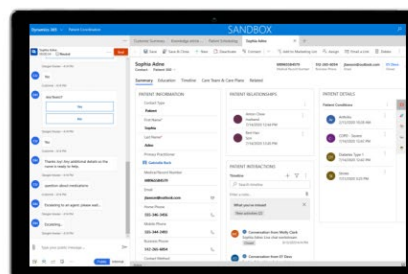
- > Deploy Omni-Channel Patient Service CRM quickly and remotely
- > Provide contact center agents with valuable context including patient interactions, knowledge articles, scripts, to address patient issues
- > View rich patient encounter reporting accessible from any cloud enabled device
- > Leverage best-in-class **Microsoft Cloud for Healthcare** technology
- > Reduce your risk with a cost-effective fixed fee package
- > Work with a preferred Microsoft Cloud for Healthcare U.S. partner

Now is the ideal time to update your CRM to a modern **Omni-Channel Patient Service** solution in less than 30 days with a low-risk, low-cost, rapid time-to-value deployment.

In response to the onslaught of pandemic related financial & resource challenges, Alithya has announced its Healthcare Respond, Recover and Reimagine program that provides cost-efficient marketing, physician relationship management, omnichannel patient service, and home-healthcare scheduling solutions.

Now is the time to invest in modernizing the Patient Customer Service Experience, but how do you do that responsibly? An industry first, these unique, limited-time packages minimize your risk with a cost effective, fixed-fee engagements developed with the knowledge gained over decades of Omni-Channel Patient Service / Contact Center CRM deployments.

Developed with the mandate of responding now vs. months from now, go live in 4-5 weeks with our Microsoft Dynamics 365 Omni-Channel Patient Service CRM built for Health and Life Sciences.



Microsoft Platform Value

Dynamics 365 offers a suite of apps that enable cost-effective decision making, and scale with you in the future.

For example, you can add apps like **Dynamics Customer Insights** that improve patient acquisition, retention, and target marketing; exponentially increasing your ability to digitally engage healthcare consumers for:

- > Patient Communications
- > Vaccination Scheduling
- > Postponed Routine Care
- > Elective Rescheduling

Address Current Practice/Business Challenges

Many of our healthcare clients are facing these challenges. If you can relate to the following, the **Dynamics 365 Omni-Channel Patient Service** package was created specifically for your healthcare organization.

- > Our team is not adequately equipped to work remotely
- > Our team needs to be equipped to efficiently deliver "zero contact" service
- > Our patient/customer service systems are not accessible remotely
- > We need visibility into patient service operations
- > We need to manage operational cost by automating processes
- > We need access to connected patient contacts, interactions, and physician referral information

Dynamics 365 Patient Service Package Details

- > Rapid deployment of Dynamics 365 Customer Service with Omni-Channel
- > Build the foundation for a comprehensive, secure 360° view of all patient activity data
- > Gain the ability to provide a modern patient/customer service experience
- > Engage patients and healthcare consumers via popular communication channels (Chat, SMS, Facebook Messenger, etc.)
- > Deploy a simple chat-bot to field most common patient and healthcare consumer inquiries
- > Limited to one team; 50 agents or less
- > Easily add systems integration, chat bot automation, and other functionality
- > **Deployment timeframe of 14-28 days** based on your schedule
- > **Limited time, fixed price offer– schedule a complimentary consultation for detail**

Organizations Who Trust Alithya



About Alithya

Alithya is a leading strategy and digital technology company, with over 3,000 highly skilled professionals delivering solutions across Canada, the US and Europe. Alithya's Microsoft practice covers a wide array of capabilities, including Dynamics, Azure, business analytics, digital solutions, advanced analytics, application development and architecture. Focused on business outcomes, our combined companies have delivered Microsoft solutions to over 1,500 clients. Alithya's global offering is to deliver strategy and digital technology services in addition to implementing ERP, CRM and integrated solutions.

CEHC2204

alithya.com | mssales@alithya.com | 866 420-7624