



8x8, Inc.

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Bizmatics Selects 8x8's Cloud-Based Contact Center Solution to Revamp Patient Services Management

8x8's Virtual Contact Center Delivers Highly Personalized Customer Experience

SAN JOSE, Calif.--(BUSINESS WIRE)-- 8x8, Inc. (NASDAQ:EGHT), a leading provider of cloud-based unified communications and contact center solutions, today announced that Bizmatics has deployed 8x8's [Virtual Contact Center \(VCC\)](#), the company's flagship, award-winning contact center solution to re-engineer its support systems for Bizmatics' [Electronic Medical Record \(EHR\) software](#), [Prognosis](#).

Bizmatics went live with VCC in July after only two months, replacing a legacy PBX system across three locations. Using the CRM integration and reporting tools built into VCC, Bizmatics will be able to effectively manage a support center and meet customers' immediate expectations—while enabling seamless scalability with 100 percent cloud deployment.

In today's fast-paced healthcare environment, medical practices need to capture, retrieve and process various types of data quickly throughout the day. VCC enables Bizmatics to enhance call handling and offer a highly improved customer experience. With 8x8's flexible, web-based system administration capabilities, the company can now seamlessly uplevel its overall customer experience.

A move to the cloud was a natural choice since Bizmatics delivers its own Prognosis software suite via the cloud. The primary selection criteria were feature-richness, HIPAA compliance, scalability, flexibility and value. At the end of the comprehensive review, 8x8 remained the frontrunner across all five areas. Specifically, call tracking and advanced reporting are areas that make staffing more efficient and 8x8's management tools have already dramatically increased agent productivity. In addition, supervisors can use VCC call recording and real-time monitoring to coach individual agents and evaluate their performance. The 8x8 wallboard gives managers an instant snapshot of the entire contact center, so they can see how many callers are waiting and which agents are available—allowing them to make timely adjustments to the queue.

"The robustness of the VCC architecture and redundancy definitely help me sleep at night," said Andrey Ostashko, Bizmatics' Support Director. "VCC is a well-engineered, sophisticated solution that is known industry-wide for its quality, security and reliability. 8x8's technology and support have been rock solid and the transitions from pre-sales, to pilot, to production were seamless. Working with 8x8 has been a positive experience, and VCC has had an immediate, meaningful impact on our business."

About 8x8, Inc.

8x8, Inc. (NASDAQ:EGHT) is the trusted provider of secure and reliable enterprise cloud communications solutions to more than 40,000 businesses operating in over 100 countries across six continents. 8x8's out-of-the-box cloud solutions replace traditional on-premises PBX hardware and software-based systems with a flexible and scalable Software as a Service (SaaS) alternative, encompassing cloud business phone service, contact center solutions, and conferencing. For additional information, visit www.8x8.com, www.8x8.com/UK or connect with 8x8 on [LinkedIn](#), [Twitter](#), [Google+](#) and [Facebook](#).

About Bizmatics, Inc.

Bizmatics, developers of Prognosis Electronic Health Record software, is developed and marketed to improve healthcare productivity for medical practitioners and healthcare providers. Prognosis is more than just an EHR by including medical records, billing and practice management. Headquartered in San Jose, California. Prognosis EHR and other products are used by thousands of medical professionals across the U.S., Puerto Rico and the Caribbean. Learn more at: <http://www.prognosis.com>.

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