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It's all about the "CX" *("Customer Experience")*

Howard Thurlow

Sr. Sales Engineer

NEC Enterprise Communication Technologies

VIDYO HEALTHCARE SUMMIT December 3-5, 2018 ● Scottsdale, AZ

Today's Agenda

- ➤ NEC in Healthcare
- ➤ The History of "CX"
- ➤ NEC's Vision for "Healthcare CX"

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NEC in Healthcare

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NEC – Global Leadership

North America
28

Latin America
13

Europe
91

Middle East
6

Africa
15

Japan
73

Asia-Pacific
77

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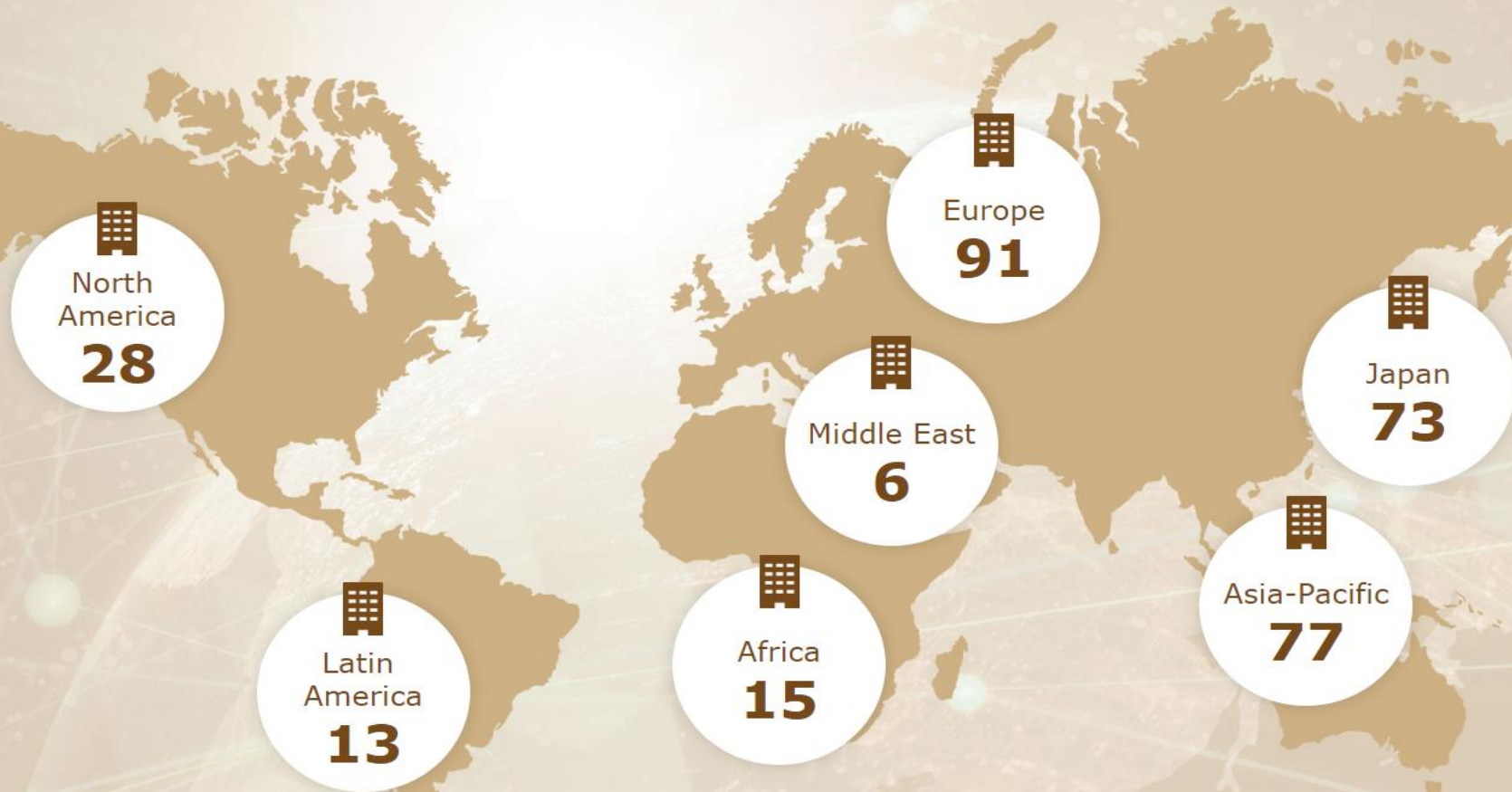
NEC's Smart Enterprise Framework

Unified Communications

Retail Solutions

Big Data & Analytics

Software Defined Networking

End-to-End Services

Server, Storage & IoT

Biometrics

Business Agility

Cloud Delivery

Collaborative Communities

Assured Services

Empowering the Smart Enterprise

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Safety

Operational Efficiency

Security

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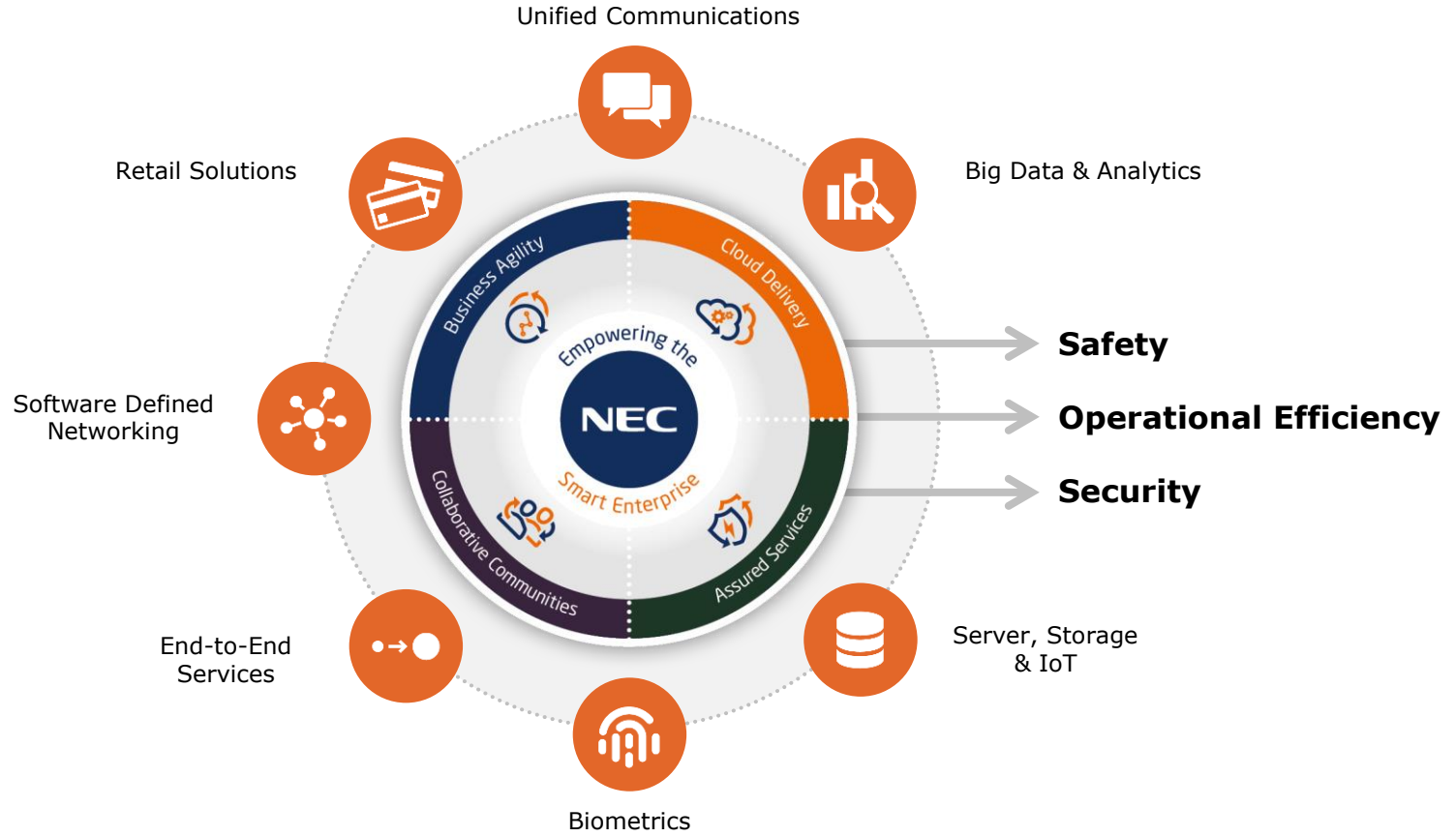
NEC's Smart Enterprise Portfolio

UC
Web RTC & Unified Communications
Contact Center
Emergency Notification
Wireless & Mobility
Video Conferencing

Servers & Storage
Servers
Storage
Grid Backup
High Availability Clustering

Analytics & Big Data
Managed Analytics
Predictive Analytics
Financial Performance Management
Data Warehousing
Big data & Analytics Solutions for IoT

Software Defined Networking
Data Center & Campus Networking
IT Automation
Network Virtualization
Private Cloud Networking
Switches

Internet of Things
End-Point Management
Leak Sensors
Pipeline Management
Traffic Counters
People Counters

Display
Digital Signage
Way finding/Kiosk
Digital Menu boards
Video Wall Systems
Projection Mapping
Advertising

Cloud
Voice & UC
Contact Center
Biometrics
Infrastructure
Managed Services

Retail Systems
Software
Point of Sale
Inventory Management
Digital Signage
Consulting
Mobility

Biometrics
Immigration Control
Facial Recognition
Finger Print Recognition
Video Surveillance
Forensics

Broadband Systems
Optical Networking
Microwave Networking
Micro Cell
Submarine Cable Networking

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An Openness to Alliances

Cooperative, Collaborative Partners

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NEC Corporation of America Selects VidyoCloud to Video-Enable NEC Applications, Endpoints and Biometrics

Mar 13, 2018

Share

Vidyo cloud solutions to be the foundation of embedded video strategy for NEC

IRVING, Texas & HACKENSACK, N.J.–NEC Corporation of America (NEC), a leading provider and integrator of advanced IT, communications, networking and biometric solutions, and Vidyo Inc., a leader in embedded video communication, today announced a strategic agreement to leverage Vidyo's high quality video conferencing technology in NEC's communications solutions.

The two companies have aligned strategically to bring embedded video to NEC's cloud-based offerings in North America, including endpoints and vertical solutions, and to enable emerging biometric security and other use cases. NEC also announced general availability of its UNIVERGE BLUE ONDemand Collaboration offering based on Vidyo.

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The History of "CX"

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Triple, Venti, Half Sweet, Non-Fat, Caramel Macchiato

Non-Fat Frappuccino With Extra Whipped Cream And Chocolate Sauce

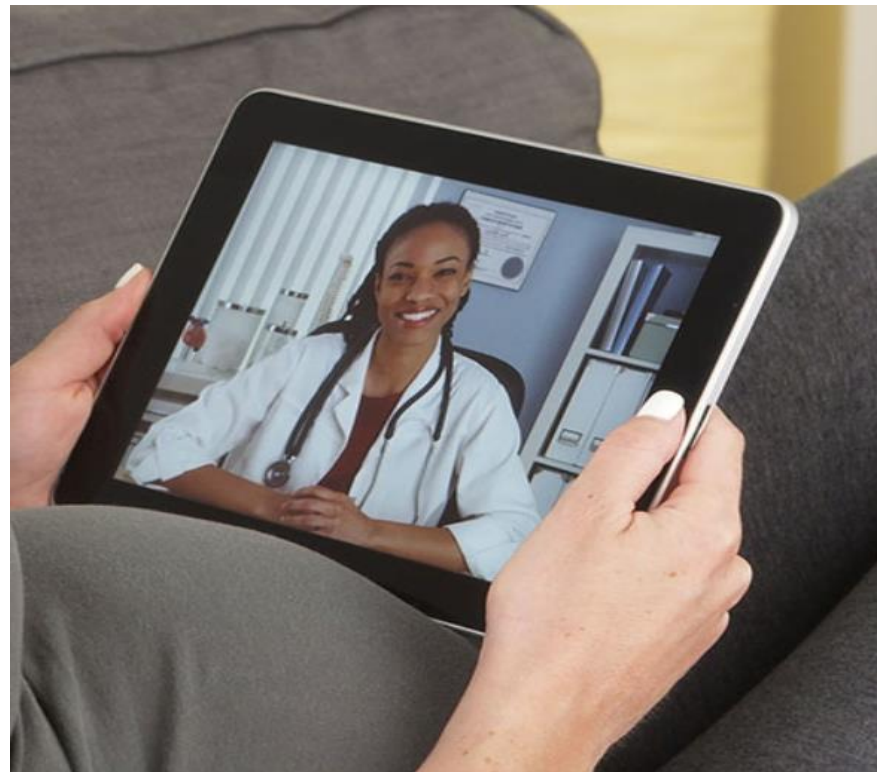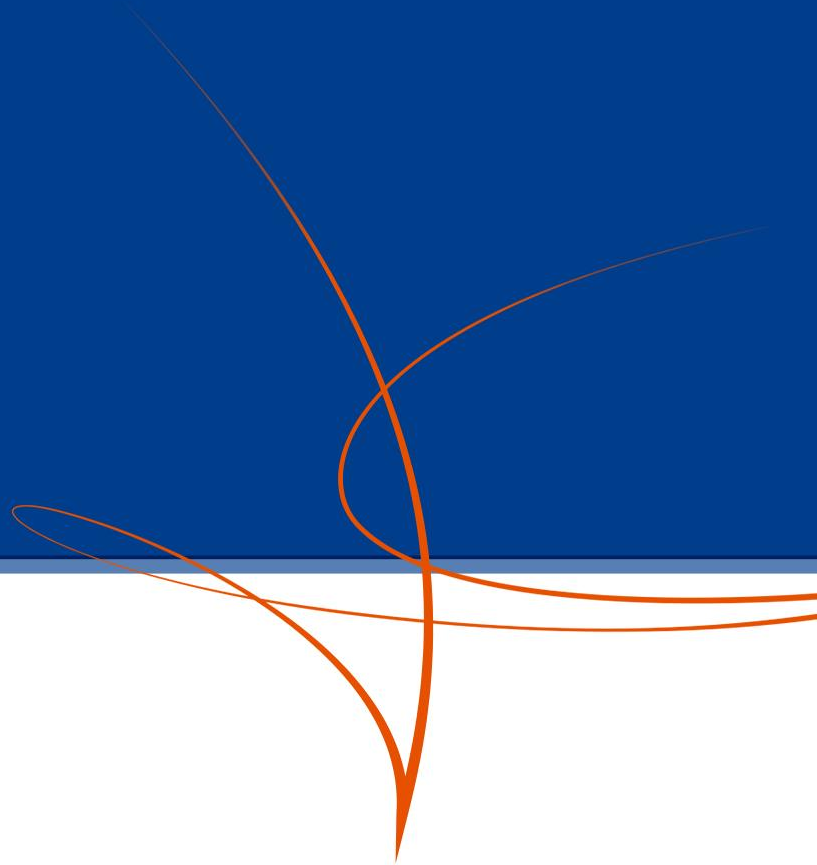Orchestrating a brighter world   NEC

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NEC's Vision for "Healthcare CX"

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Healthcare CX – "First Contact"

Hospital systems and acquired physician practices create a nightmare for initial customer engagement, let's fix that:

Contact Center
- Voice, Chat, Email (your way)
- Chat Bots
- Artificial Intelligence
- Video Consult
- Personal Concierge

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Self-Service Patient Check-in

- Optional Facial Recognition
- Skip the line
- Collect Co-Pay
- Marketing Messages
- Notify Caregivers

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- Patients and caregivers are mobile
- Care should be "Mobile device enabled"
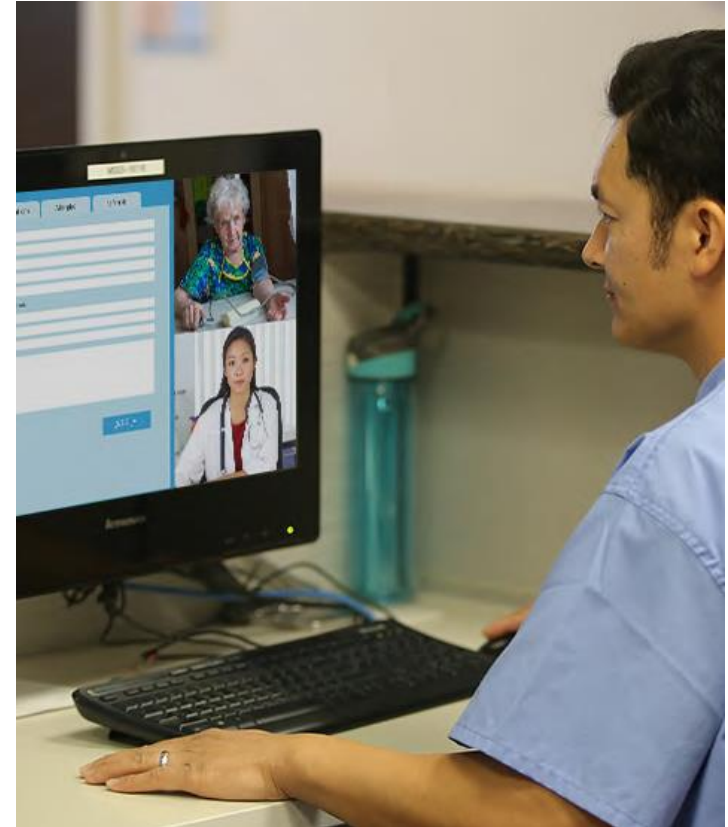- Reduce travel time and expense
- Easily add-on valuable expertise

Dashboard View

Secure Texting

Clinical Directory

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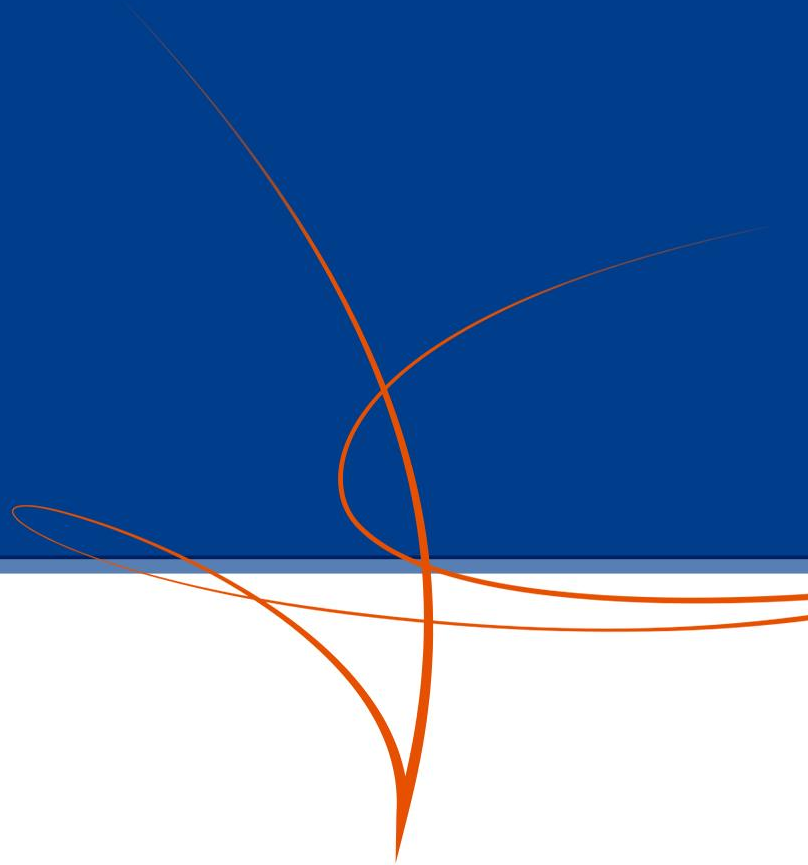
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- Healthcare facilities cannot tolerate service outages
- Privacy and protection of patient information is vital
- Data must be highly secure <u>and</u> highly accessible

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Thank You!!

"All images for educational purposes only."

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