

Allegheny Health Network

Introduction

This case study of Allegheny Health Network is based on an April 2021 survey of Enghouse Vidyo customers by TechValidate, a 3rd-party research service.

“Since we already had Vidyo setup and configured, we just had to expand our hardware to support the increased capacity at our organization. We were able to support thousands more patients than ever before and satisfied a great need for our patients.”

Challenges

The business challenges that led the profiled company to evaluate and ultimately select Enghouse Vidyo:

- The challenges they were experiencing with their previous vendor(s) prompting them to evaluate Vidyo:
 - Low video quality
 - Lack of integrations
 - Price point

Use Case

The key features and functionalities of Enghouse Vidyo that the surveyed company uses:

- The Vidyo products the organization is currently using:
 - VidyoConnect
 - VidyoRooms
- The top purchasing drivers for buying Vidyo:
 - Integration capability
 - Secure calls and data
 - Video quality
- Rates the following Vidyo capabilities compared to the competition:
 - Security: best in class
 - Ease of use: best in class
 - Reliability: best in class
 - Features: best in class
 - Integration: best in class

Results

The surveyed company achieved the following results with Enghouse Vidyo:

- They greatly increased their usage of Vidyo externally due to the pandemic.
- The operational benefits their organization realized following the deployment of Vidyo:
 - Improved customer experience
- They increased the productivity of their staff by greater than 50% using Vidyo.
- They increased their user satisfaction by Greater than 50% with Vidyo.

Company Profile

Company:
Allegheny Health Network

Company Size:
Large Enterprise

Industry:
Healthcare

About Enghouse Vidyo

Enghouse Systems Limited is a leading global provider of enterprise software solutions serving a variety of distinct vertical markets. Its strategy is to build a larger and more diverse software company through strategic acquisitions and managed growth

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