



DIGITAL WORKSPACE SOLUTIONS

UCaaS in Healthcare at a Glance

Unified Communications as a Service (UCaaS) is rapidly becoming essential in healthcare, offering scalable, secure, and patient-centric solutions. As healthcare organizations strive to modernize operations, improve patient outcomes, and adapt to hybrid work models, UCaaS stands out as a transformative tool.

Why It Matters in Healthcare

Modern Healthcare Requires Modern Communication

Healthcare professionals operate in complex environments that demand flexibility and rapid response.

Traditional communication systems often fall short, leading to inefficiencies and potential risks.



How UCaaS Supports Healthcare Communication

Benefits at a Glance



By 2027, **80% of organizations** will use existing cloud office/collaboration platforms for enterprise telephony, up from 20% in 2023.¹



Many organizations report **~20% cost savings** when replacing traditional on-premises PBX systems with UCaaS platforms.²



UCaaS enables multichannel communication (voice, video, chat, and file sharing) through a single platform, improving collaboration and reducing IT complexity.³

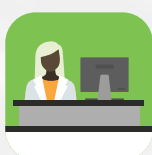
Real-World Examples



Streamlining Emergency Department Communications with RingCentral



Coordinating Home Health Services via Microsoft Teams



Modernizing Front Desk Operations with Fusion Connect



Scaling Patient Support with AI-Enhanced UCaaS

Why Connection?

Expertise in modernizing communication infrastructure

Partnerships with trusted UCaaS providers like Fusion Connect, Microsoft Teams, and RingCentral

Tailored UCaaS strategies to fit specific workforce, compliance, and patient engagement needs

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Contact an Expert
1.800.998.0067

Sources:

¹ Forrester, Predictions 2024: Communications and Collaboration

² Forrester, The Total Economic Impact of UCaaS

³ Gartner, What Is Unified Communication as a Service?

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