

COVID Healthcare Customer Use Case

Pandemic makes it difficult for frontline workers to get the devices they need to help patients. Vox Mobile prioritizes healthcare provider needs to ensure the highest standards of care.



Challenge:

Healthcare organizations across Canada were struggling to keep up with the influx of patients during the coronavirus pandemic. This included gathering vital information from those visiting healthcare facilities and monitoring front-line healthcare workers' temperatures throughout the day. One large provider in British Columbia needed more than 1,000 new tablets expedited quickly and 25 agents trained to support those devices across its network to not only provide care for patients visiting their facilities, but also virtual care to remote patients. In Ontario, another provider wanted to off-load the support of their tablets to free up their internal IT support team to focus on other areas necessary for patient care.

Solution:

As a proven mobile device management partner, Vox Mobile is positioned to deliver the devices and support healthcare providers need during times of calm and, especially during a crisis. Vox Mobile prioritized requests from healthcare providers, knowing the substantial need of frontline

Continues on the next page



COVID Healthcare Customer Use Case *continued*

workers to have the proper technology tools at hand to provide the best patient care. For the British Columbia provider, we were able to provide support for more than 1,000 new devices needed so frontline supporters could share tablets with patients to collect their health data and then sanitize the devices so they could be used again. While being sanitized, doctors, nurses, and other staff could continue helping patients with the additional devices on-hand. Within just two weeks' time, Vox had agents trained and ready to support healthcare workers in facilities and hospitals throughout the province, as well as those serving remote patients, using telemedicine and virtual care apps.

In Ontario, Vox Mobile was able to provide 24/7 end-user support for a diversity of devices, carriers, and applications, for the provider's network that stretched throughout the province. Not only did our support services deliver a superior user experience while keeping frontline workers operational at all times, we enabled the in-house IT help desk staff to focus on other areas where their expertise was needed most, such as building out other policies that support the healthcare workers fighting the pandemic.

Result:

As weeks dragged on into months with COVID-19 raging across the world, healthcare workers throughout Canada were able to provide patients with the point-of-care services they needed to battle this virus. It also helped those on the front lines monitor their temperatures and symptoms throughout the day to ensure they stayed safe and well.

By making healthcare requests a priority, Vox Mobile was able to quickly train agents to support healthcare workers during the pandemic. With the proper tools in hand, frontline staff was able to offer patients the care they needed, helping to save thousands of lives. Having the extra devices available made it possible for frontline workers to provide a higher standard of remote and in-person care.

With our help desk at the ready, we could relieve the additional pressure of managing and maintaining the influx of devices and empower IT administrators to focus on life-saving applications that directly affected patient health. Vox Mobile's provisioning, support and same-day replacement capabilities continue to ensure that healthcare providers have the critical tools they need, when they need them and administrators know they can count on Vox Mobile to be their trusted mobility partner.