kyndryl. | aws

Transform Your Contact Center with Kyndryl and Amazon Connect

Customer challenges

Expectations have never been higher. Patients and members increasingly prefer to deal with companies that offer a convenient, responsive and highly personalized support experience.

Healthcare contact centers are the front door for access for patients and members. Healthcare organizations can differentiate themselves through exceptional experiences, including self-service and automation enablement, which can lead to enhanced satisfaction and loyalty.

To deliver seamless support journeys, businesses aim to route inbound inquiries to the most appropriate teams and empower their agents to assist customers quickly and effectively. However, traditional approaches to contact center management often make it challenging to scale to demand, keep up with stringent service-level objectives, train and retain agents, and adopt the latest AI-powered innovations.

Solution highlights

To help organizations set themselves apart, Kyndryl provides end-to-end services for Amazon Connect. Powered by Amazon Web Services (AWS), Amazon Connect is a fully managed, cloud-based, AI-powered solution with purpose built healthcare accelerators that enables organizations to design and deliver seamless support experiences proven to drive customer satisfaction.

Amazon Connect offers a unified omni-channel experience which includes support for voice, web, mobile chat bots, and email, enabling patients and members to engage on their preferred channel. The solution also incorporates AWS's latest generative AI technology, including next-best action recommendations such as triage support, helps agents resolve inquiries faster and self-service options powered by virtual assistants. With AWS Healthscribe integrated into Connect, customers can streamline operations by automatically creating clinical notes from patient-clinician conversations.

Kyndryl call center modernization services built on Amazon Connect include proven healthcare accelerators and best practices to help organizations quickly deploy and configure their new cloud-based contact center. With experience mapping services from Kyndryl, we can help organizations by tailoring Amazon Connect to achieve their specific business requirements.

Customer outcomes

By partnering with Kyndryl to transform your contact center with Amazon Connect, organizations can unlock a wide range of benefits, including:

1. **Automated Triage:** Translates patient responses into medical terms, decreasing nurse documentation time which improves efficiency, by giving time back to nurses to focus on patient care.

2. **EHR Integration:** Streamlines data retrieval, lightens caregiver workloads, and enhances patient care quality through consolidated information access.

3. **Call Analytics:** Elevates patient satisfaction and caregiver performance by pinpointing and resolving call issues, thus improving service quality.

4. **Unified Contact Number:** Providing one place to call to be efficiently routed to any service needed will simplify patient navigation, cutting operational costs and enhancing patient experience.

5. **Improved productivity:** Accept inquiries on any channel, using AI-powered insights to help resolve issues quickly.

6. **Pharmacist Efficiency:** Reduces hold times for prescription approvals, increasing pharmacist productivity and minimizing operational delays.

7. **Lower call volumes:** Unlock new self-service possibilities through AI-powered conversational interfaces and text-to-speech capabilities.

A State Health and Human Services organization was struggling with outdated, costly, and an inflexible contact center that couldn't keep up with evolving demands. By partnering with Kyndryl and integrating Amazon Connect, the organization is transforming its contact center infrastructure—making it more efficient, scalable, and resilient. With Kyndryl and AWS, this organization is building a future-ready platform for customers.

Key objectives of optimizing the contact center were to:

*   Reduce caller waiting times

*   Boost agent efficiency

*   Answer common inquiries faster

*   Introduce new digital services like chatbots

Conclusion

As an AWS Premier Tier Service Partner, Kyndryl has a strong track record of working with AWS to deliver customer success. Kyndryl brings decades of industry experience and a comprehensive understanding of AWS services and solutions, as well as deep expertise in cloud and AI—two key elements of Amazon Connect.

Why Kyndryl

Kyndryl offers proven, repeatable processes to help businesses maximize the performance of their contact centers and help desks. The advantages of working with Kyndryl and AWS include:

- **Deliver results:** Kyndryl and AWS work together to help their joint customers accelerate the adoption of cloud solutions.

- **Proven accelerators:** Kyndryl brings implementation templates and best practices that cut time to value for Amazon Connect deployments.

- **Infrastructure expertise:** Kyndryl helps many of the world's leading enterprises to design, run and manage their technology platforms.

- **Global reach:** Kyndryl delivers to customers in more than 60 countries worldwide.

Next steps

To learn more about how Kyndryl can help you transform your contact center experience, schedule a meeting with an industry expert today.