

# Fortune 500 Healthcare Company Improves Answer Rate and Customer Satisfaction with Hiya

## Introduction

This case study of a Fortune 500 healthcare company is based on a March 2022 survey of Hiya customers by TechValidate, a 3rd-party research service. The profiled company asked to have their name blinded to protect their confidentiality.



“In healthcare, we have expensive resources (doctors, nurses, techs) making calls manually. Achieving first-call-resolution saves a lot of time.”

## Challenges

- The business challenges that led the profiled company to evaluate and ultimately select Hiya:
  - Calls displayed as unidentified or unknown
  - Outbound calls were labeled as spam
- Ceased using the following solutions since using Hiya Connect:
  - Neustar
- Experienced the following challenges with other solutions:
  - No accounting of the calls impacted by branding/identity
  - No demonstrated results or impact to key KPIs (i.e. no change in answer rates, call durations)
  - No 24/7 control to update what is displayed on outbound call displays

### Company Profile

The company featured in this case study asked to have its name publicly blinded because publicly endorsing vendors is against their policies.

TechValidate stands behind the authenticity of this data.

Company Size:  
**Fortune 500**

Industry:  
**Healthcare**

## Use Case

The purpose for outbound calling operations:

- Service
- Scheduling
- Billing and collections
- Notifications

## Results

The surveyed company achieved the following results with Hiya:

- Improved answer rate
- Higher NPS & increased customer satisfaction

### About Hiya

Hiya is modernizing voice with trust, identity, and intelligence that drive unsurpassed performance of the voice channel. Carriers and enterprises worldwide are transforming voice with Hiya's Voice Performance Platform, achieving full call integrity, superior experience, and higher connection rates that delight customers and deliver new levels of value for the business.

**Learn More:**

[Hiya](#)