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Fortune 500 Healthcare Company

Introduction

This case study of a Fortune 500 healthcare company is based on a September 2020 survey of Pexip customers by TechValidate, a 3rd-party research service. The profiled company asked to have their name blinded to protect their confidentiality.

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"Pexip enables our organization to maintain our high standards of privacy and security."

"We were able to scale from 120k visits per year to half a million per month in 2 months time. "

"We are extensively using this platform to provide virtual care to our users."

Challenges

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

- Faced the follow challenges prior to choosing Pexip:
    - Poor quality video experience
    - High cost video platform or infrastructure
    - Not much Call Quality Data
- The following were their top purchasing drivers for choosing Pexip:
    - User-friendly video platform
    - Improved interoperability
    - Replacement of existing video conference infrastructure
    - Improved Conference Stats and good documentation

Use Case

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

- Uses the following Pexip Solutions:
    - Pexip Platform As Service managed by third party
- Considered the following vendors before choosing Pexip:
    - BlueJeans
    - TokBox [Vonage]

Results

The surveyed company achieved the following results with Pexip:

- Business continuity through office closures and travel restrictions
- Improved workflow for joining and hosting video meetings
- Providing Virtual Patient Care
- Have seen the following benefits with Pexip:
    - Increased video utilization
    - Improved video meeting experience
    - Improved video platform management and control
    - Satisfaction of users
- Rating of Pexip features compared to the competition:
    - scalability: better
    - flexibility: significantly better
    - customization: significantly better
    - data control and privacy: best in class
    - interoperability: best in class

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

About Pexip

Pexip enables enterprises and organizations of any size to deploy and use video-based communication and collaboration. The Company's portfolio of products ranges from self-hosted software to cloud service video solutions. Pexip provides seamless collaboration between previously incompatible video and audio technologies such as professional video conferencing systems, Skype for Business, Microsoft Teams, Google Meet, and WebRTC.

Learn More:

Pexip