Accenture & Genesys

Accenture Cloud Innovation Center Rome
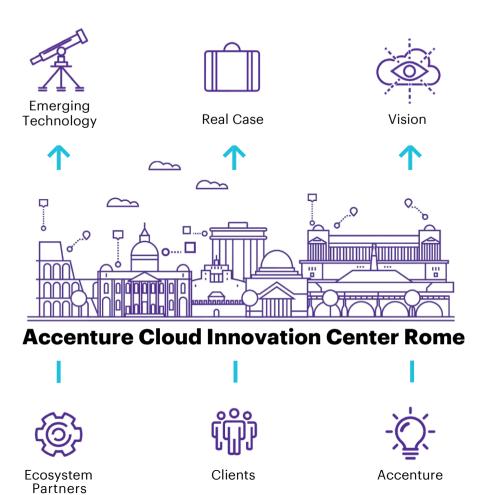
> Accenture Cloud Innovation Center

Pushing custom cloud solutions to the max.

Cloud delivers undeniable benefits – agility, rapid innovation and lower IT costs.
The Accenture Cloud Innovation Center harnesses the full potential of Cloud to custom build latest generation solutions for our clients.
We can give our clients access to a catalog of tested real cases to imagine, test and implement leading edge cloud services that can help take your business into tomorrow.
Now.

Emerging Technology

Real Case

Vision

Accenture Cloud Innovation Center Rome

Ecosystem Partners

Clients

Accenture

ACIC Rome brings together Accenture's deep technical know-how and industry expertise to help companies deploy cloud to transform their journey to cloud. At a time when innovation is racing ahead, Accenture is broadening its collaboration with leading cloud solution vendors to have instant access

to the level of specialist services that can help meet our clients' specific business objectives. At ACIC Rome, **we bring together** not only the major technology vendors but **the best offerings** from emerging providers in step with market evolutions. Our clients benefit from the very latest real and tested solutions.

\>

About Genesys

Every year, Genesys® orchestrates billions of remarkable customer experiences for organizations in more than 100 countries. Through the power of our cloud, digital and AI technologies, organizations can realize Experience as a Service®, our vision for empathetic customer experiences at scale. With Genesys, organizations have the power to deliver proactive, predictive, and hyper personalized experiences to deepen their customer connection across every marketing, sales, and service moment on any channel, while also improving employee productivity and engagement. By transforming back-office technology to a modern revenue velocity engine Genesys enables true intimacy at scale to foster customer trust and loyalty.

Genesys Cloud™ is the world's leading experience orchestration platform, transforming the ways businesses strengthen customer loyalty and grow their brand. It integrates voice, chat, email and social channels in a single solution, streamlining customer journeys across multiple touchpoints. Its AI-driven insights empower both automated systems and live agents to offer proactive, personalized customer experiences. And its scalable architecture and flexible deployment options make it suitable for businesses of all sizes, fostering innovation and future-proofed agility.

Born in the Cloud
100% cloud infrastructure that allows for rapid innovation

All-in-one platform
Voice, digital and WEM, in one easy-to-use platform

AI-powered
Conversational, Predictive and Generative AI for both automation and orchestration

Trusted and proven
Resilient, secure and scalable for global deployments

> The Partnership With Genesys

Genesys has partnered with ACIC+ to prototype solutions supporting customers' Journey to agile and innovative cloud contact center solution, with focus on healthcare scenarios.

ACIC Use Case Catalog

Intelligent Edge

Application Modernization

Infrastructure Engineering

Data Engineering & Applied AI/ML

Infrastructure Engineering

Smart Health Contact Center

Our solution addresses the healthcare sector's needs for fast and efficient communication. Smart Contact Centers prevent patient isolation by integrating with third-party tools, enabling doctors to connect when necessary. This enhances agility and effectiveness in healthcare service delivery, fostering trust between patient and doctor. The multichannel approach simplifies and accelerates the interaction between patients and doctors leveraging on different communication channels.

Context and client challenges

- In an era where each one is connected, the need for innovative approaches to facilitate effortless and rapid connections between individuals is rapidly escalating. In healthcare, where swift communication is paramount, the adoption of smart contact centers presents a transformative solution to ensure that patients never feel abandoned. This innovative solution fosters a trusting relationship between patients and their physicians while empowering doctors to connect with patients promptly, efficiently, and only when truly necessary.

New approach and solution

- Accenture & Genesys developed a solution based on Genesys Cloud technologies to enable companies to setup the own Smart Health Contact Center.
- The Use Case developed in ACIC+ will leverage on three different communication channels, to seamlessly facilitate access to:
  - **Voice Bot**: to be used for non-critical scenarios where immediate patient-doctor connections are not essential
  - **Audio call**: the first connection level required for critical scenarios
  - **Video call**: Exclusively reserved for critical scenarios

Client benefits

- Establish a smart and integrated platform for seamless doctor-patient interactions
- Embrace a multichannel strategy to streamline and expedite patient-physician interactions
- Harmoniously integrate external tools into a unified Contact Center solution

Contacts

Mauro Capo
Cloud First Lead in ICEG
mauro,capo@accenture.com

Antonella Scalcione
Accenture Cloud Innovation Center Lead
antonella.scalcione@accenture.com

Giovanni Spina
ACIC Chief Technology Officer
giovanni.spina@accenture.com

Accenture Cloud Innovation Center Rome

Hosted in Talent Garden Ostiense,
Via Ostiense 92, Roma

Learn more

Find out about Accenture Cloud Innovation Center of Rome

www.accenture.com/acicrome

About Accenture

Accenture is a leading global professional services company that helps the world's leading businesses, governments and other organizations build their digital core, optimize their operations, accelerate revenue growth and enhance citizen services—creating tangible value at speed and scale. We are a talent and innovation led company with 738,000 people serving clients in more than 120 countries. Technology is at the core of change today, and we are one of the world's leaders in helping drive that change, with strong ecosystem relationships. We combine our strength in technology with unmatched industry experience, functional expertise and global delivery capability. We are uniquely able to deliver tangible outcomes because of our broad range of services, solutions and assets across Strategy & Consulting, Technology, Operations, Industry X and Accenture Song. These capabilities, together with our culture of shared success and commitment to creating 360° value, enable us to help our clients succeed and build trusted, lasting relationships. We measure our success by the 360° value we create for our clients, each other, our shareholders, partners and communities.

Visit us at
www.accenture.com