



SANSIO INC. CASE STUDY

Sansio Inc. provides SaaS information management solutions that help healthcare providers improve clinical, operational, financial, and regulatory performance. They started as a small start up in 1998 and have grown into a thriving business that empowers their customers to easily gather data at the point-of-care, capture millions of patient encounters, and securely exchange healthcare data in the cloud.



CHALLENGES

When faced with an organization restructure, they were forced to expand, integrate, prioritize and restructure their contact center. Their solution initially entailed them merging together on Genesys Cloud, but they quickly realized that this enterprise-grade solution was overly complicated and did not fit their phone system needs.

They then considered other, more costly solutions to fulfill their needs, but ultimately decided that the expense wasn't something they could digest. They needed a more viable, scalable solution.



PROPOSED SOLUTIONS

Through the recommendation of Converge One, Sansio Inc. discovered Xima Software. Xima Software is dedicated to enabling companies to better manage their business through innovative contact center solutions. We create applications that integrate with business phone systems and provide historical reporting and call recording, as well as real-time wallboards, skills-based routing, and multi-channel options.

WHY XIMA

- Competitive, low-cost rates that fit their budget
- HTML-based front end software design that makes it intuitive to navigate our software
- A customizable visual display of the company's desired statistics
- Ability for managers to monitor their agents' statistics as well as bring live phone system data to their desktops
- Superior post-sales support team to help set up personalized reports and metrics to improve their business
- Ability to drill down into specific recordings and improve new hire coaching



SOLUTION OUTCOME

This allowed Sansio Inc. to stay within their budget and get the quality call reporting/recording solutions they needed. Sansio Inc. now has the ability to effortlessly manage their teams with transparent statistical displays and an array of customizable reporting options. Sansio Inc. also now feels confident in using Xima.

WHO IS XIMA?

We are dedicated to enabling companies to better manage their business through innovative contact center solutions. Our solutions are used across the globe to provide powerful reporting, recording, and call display solutions to a wide array of businesses ranging from small offices to large distributed contact centers.

“I liked Xima because the user interface was easy to understand, I could do a lot of the things myself administratively, and pretty much every need I had, you guys checked all the boxes.”

— **Heather Miller,**
**Senior Support
Manager**



If you are looking for a customizable, user friendly call recording playback and reporting solution, visit ximasoftware.com.