



UNIVERGE BLUE ARCHIVE FOR
HEALTHCARE

PRESERVE, SEARCH, AND RETRIEVE YOUR COMMUNICATIONS

CLOUD COMMUNICATIONS FOR HEALTHCARE

Effective communications between healthcare providers, patients, and other stakeholders within a medical practice is critical. Efficient communications can improve patient satisfaction, contributing to the overall success of the organization. Additionally, it can help healthcare professionals collaborate more efficiently and share information securely.

UNIVERGE BLUE CONNECT brings together various communication tools such as voice, chat, SMS, video, and file sharing into a centralized system, helping to fill communication gaps and facilitate seamless collaboration and improve patient experience.

With unified communications technologies like CONNECT reshaping the dynamics of patient interactions and an increase in the impact and enforcement of industry regulations, the implementation of chat, SMS, and voice archiving has become increasingly important. Healthcare organizations are recognizing the need to securely store and manage customer interactions across these communication channels, ensuring regulatory compliance, mitigating legal risks, reducing costs, and enhancing patient care. That's where NEC's UNIVERGE BLUE ARCHIVE can help.



A SOLUTION YOU CAN TRUST

UNIVERGE BLUE ARCHIVE can significantly enhance the way your healthcare organization leverages its communications. Contact us today to learn more about how UNIVERGE BLUE ARCHIVE can help your healthcare organization thrive and grow.

UNIVERGE BLUE® ARCHIVE FOR HEALTHCARE



COMPLIANCE AND RISK MANAGEMENT

Industry regulations are continuously changing, and archiving helps ensure compliance with data retention regulations in the healthcare industry, such as HIPAA and other relevant state or federal regulations. Archiving allows healthcare organizations to securely retain customer interactions across chat, SMS, and voice channels. By maintaining a comprehensive archive for up to 10 years, your organization can demonstrate its adherence to compliance requirements and mitigate potential legal risks. Role-based access control enables granular permissions for authorized personnel who can view patient communications data. Additionally, archiving capabilities can help address internal disputes and resolve “who said what” situations quickly and efficiently through reviewing internal correspondence in its original format.



IMPROVED PATIENT EXPERIENCE AND BEST PRACTICES TRAINING

UNIVERGE BLUE ARCHIVE helps empower organizations to provide personalized and efficient support by leveraging stored staff-patient interactions. By implementing archiving of internal and external communications, healthcare organizations can ease workforce transitions such as turnover and medical/family/military leave, and administrators can manage transitions of responsibility by making information available to the right users. In situations of high turnover, new medical staff can be easily onboarded by reviewing past communications, and seamlessly continue the work initiated by the previous practitioner.



eDISCOVERY CAPABILITIES AND COST SAVINGS

With UNIVERGE BLUE ARCHIVE, medical staff can easily locate and retrieve important interactions through eDiscovery support. By facilitating powerful contextual search processes, UNIVERGE BLUE ARCHIVE can save your organization time and reduce costs associated with manual data collection, search, and review. Additionally, UNIVERGE BLUE ARCHIVE’s legal hold feature provides the ability to group and preserve specific communications relevant

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