Hitachi Solutions

Microsoft

Next-gen CCaaS for healthcare

Delivering trustworthy, AI-powered experiences for patients and members

Healthcare organizations can dramatically improve member and patient experiences, achieve significant operational efficiencies, and rigorously support HIPAA compliance by modernizing their contact centers on the Microsoft Cloud.

With deep experience in the healthcare industry and contact center automation, and a 100% focus on Microsoft technology, Hitachi Solutions accelerates CCaaS modernization while helping organizations maintain patient loyalty and trust.

CHALLENGES

Liability, compliance, and data security

Data security concerns, especially the need to maintain compliance with regulations like HIPAA and HITECH, can slow broad AI adoption.

Data fragmentation

Claims, benefits, and office data often reside in separate, legacy systems, limiting the ability to generate comprehensive health history summaries. This increases Average Handle Time (AHT) and First Contact Resolution (FCR).

Rising costs

The cost of maintaining inefficient, legacy contact centers is rising, putting pressure on organizations' already strained budgets.

SOLUTION

Hitachi Solutions delivers an integrated, industry-first CCaaS framework built on Microsoft Dynamics 365, Azure, and Copilot for Service for high performance and security at scale. Our consolidated data model for healthcare accelerates implementation and time to value, while our proprietary solutions enhance efficiency across contact center workflows.

Winner: 2025 Microsoft Copilot Studio Enterprise Agent Challenge

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CUSTOMER HIGHLIGHT

When health plan MVP Health needed to replace a makeshift CRM environment, it turned to Hitachi Solutions to deploy its Microsoft Dynamics 365 member engagement platform to 1,400 users. See how a comprehensive, centralized, interoperable platform can drive $6M in annual savings.

READ MORE →
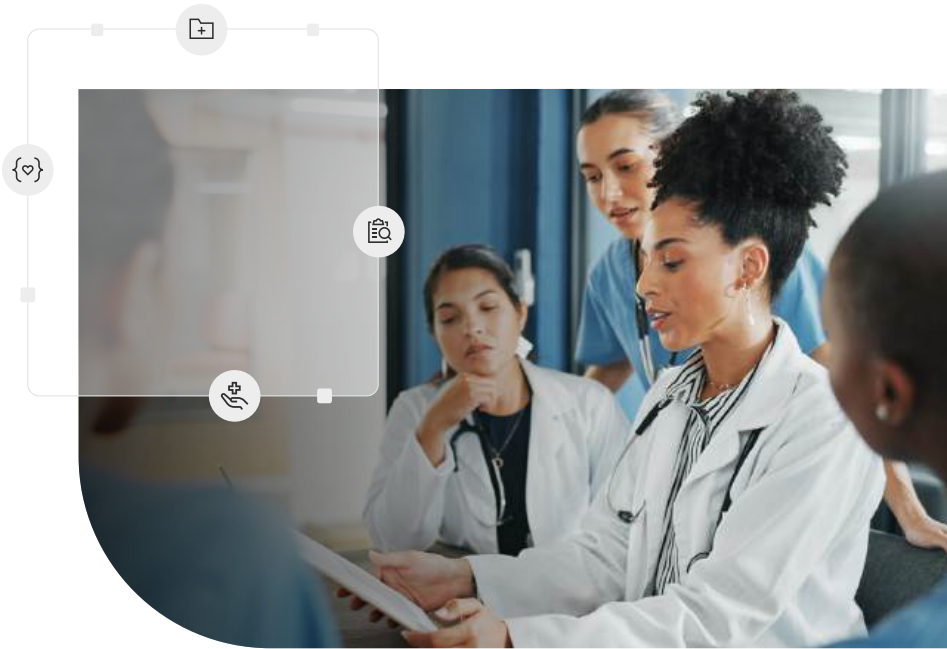
KEY CHANGE AREAS

CONTACT CENTER ACTION	LEGACY STATE	OUTCOME
Resolving member and patient inquiries	Resolutions require multiple contacts and representatives searching across disparate, siloed systems.	Most issues are handled in the first contact, with comprehensive health history readily available.
Post-call documentation and compliance	Representatives spend significant time on manual call categorization and documentation, increasing compliance risk.	Post-call work is streamlined using Intelligent Call Wrap-Up, ensuring precise, compliant documentation and reduced AHT.
Protecting sensitive health information	High security risk and operational friction due to unstructured, manual identity verification processes, especially with sensitive benefit information.	The proprietary Identity Verification Tool enforces strict, auditable security protocols and safeguards protected health information (PHI).

Hitachi Solutions

Hitachi Solutions bridges the gap between today's operational realities and the opportunity of an AI-driven future. With over a decade of experience helping leading health payors and providers modernize legacy systems, we understand the nuances of data governance, implementation, and change management needed to turn your contact center into a driver of member trust and loyalty.

As specialists in CCaaS implementation, we've supported organizations across industries as they make their contact centers more responsive, efficient, and empowered. Discover why we're trusted by leading payors and providers to support their mission to improve patient and member experiences with technology. **Contact us today.**