

Envera Health Improves Patient Access and Cuts Telecom Costs by 30% with AWS Contact Center Modernization

INDUSTRY: HEALTHCARE | SEGMENT: PRIVATE | REGION: NAMER



Customer Summary

Envera Health, headquartered in Richmond, Virginia, is a healthcare services organization specializing in patient access and engagement solutions. With over 200 employees, Envera partners with health systems to improve communication and scheduling efficiency, delivering a better experience across the entire patient journey.

THE CHALLENGE

Prior to partnering with CloudHesive, Envera Health faced multiple operational challenges within its contact center. Communication channels were fragmented, resulting in inconsistent patient service and delayed response times. The organization struggled with high call volumes and inefficient management processes that caused bottlenecks and long wait times—ultimately impacting customer satisfaction. Additionally, Envera's legacy contact center solution lacked the scalability required to support its future growth objectives, making it difficult to adapt to evolving business needs.

THE SOLUTION

CloudHesive designed and implemented a tailored solution using Amazon Connect to modernize Envera Health's contact center operations. The goal was to unify communication through a single, seamless front door for patients. The implementation included a fully customized Generative AI layer that powered intelligent self-service and enhanced agent performance. Tools such as Amazon Lex, Lambda, and Contact Lens were integrated to automate workflows and extract insights, while Amazon Q in Connect was enabled to support agents with real-time assistance during patient interactions. The initial rollout supported 300 agents, with the flexibility and scalability to accommodate Envera's projected 100% growth in 2025.

THE BENEFITS

Reduced Hold Times, Increased Collaboration, and Enhanced Patient Experience

The new solution delivered measurable business outcomes for Envera Health. First-call resolution increased by 10%, improving patient experience and operational efficiency. Telecom expenses were reduced by 30%, significantly lowering operating costs. The use of Generative AI helped streamline scheduling and self-service interactions, reducing pressure on agents and improving overall service quality. With a scalable cloud-native infrastructure now in place, Envera is well-positioned to expand and evolve its services while continuing to meet the dynamic needs of healthcare providers and patients alike.

Services That Drive Success

- DevOps: Infrastructure-as-Code and CI/CD pipelines supported a smooth deployment and rapid iteration
- Managed Services: Ongoing support ensures the solution scales with business needs
- AI & Automation Strategy: Customized Gen AI workflows tailored to Envera's patient engagement model

Customer benefit summary

- Unified, AI-powered contact center
- Reduced operational burden and telecom costs
- Higher customer satisfaction and first-call resolution
- Fully scalable platform for future expansion
- Seamless patient experience across communication channels



AWS technologies used

- Amazon Connect
- Contact Lens
- AWS Lambda
- Amazon Lex
- Amazon Q in Connect

Third-party technologies used

- ConnectPath CX – CloudHesive’s enhanced agent and supervisor experience layer for Amazon Connect
- Custom AI automation layer designed specifically for Envera’s patient engagement workflows

Looking Ahead

With a successful foundation in place, Envera Health plans to continue scaling its AI-powered contact center throughout 2025 and beyond. CloudHesive’s expertise and Amazon Web Services’ robust technologies have empowered Envera to modernize its operations, improve patient outcomes, and reduce overall complexity in their contact center environment.



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