

GetixHealth Increases Productivity by **34%** while Strengthening Enterprise-Wide Compliance

Leveraging CollaborationRoom.ai, GetixHealth's leadership team created a single "Virtual Floor" across both the physical and remote contact center environments to enhance operational visibility, team engagement, productivity, and compliance.

1. About GetixHealth

GetixHealth is a healthcare revenue cycle management company with more than 2,000 professionals across 11 global service centers, serving 250+ hospitals and 10,000 physicians nationwide. Its contact center includes 1,156 agents, with 80% remote and 20% in office.

2. The Challenge

GetixHealth was managing a large team across physical and remote environments, and leadership wanted better day-to-day visibility and faster ways to support and coach agents. Its compliance program was already strong; the challenge was extending that same level of operational oversight across every environment.

3. The Solution: CollaborationRoom.ai

Upon implementing CollaborationRoom.ai, GetixHealth turned operational visibility from a weakness to a strength. Supporting agents became seamless, leading to improvements in productivity, quality scores, and compliance. The implementation lasted 3 weeks, and a positive ROI was obtained within 90 days.



4. The Results



Production:
34% increase



Team Engagement:
Significant increase in engagement



Compliance:
Significantly mitigated risk of PCI/PHI data exposure.



Client Reaction:
Positive customer response and confidence in remote environment



Sales Impact:
Existing and prospective clients agree that the greatest value add includes increased quality and efficiencies in communication, training, and remediation.



CollaborationRoom has positively impacted both our employees and our operations. We've seen increased engagement and employee NPS scores, enhanced security and visibility, and stronger teamwork across our teams. It has helped create a more connected work environment while giving leadership greater confidence and transparency into day-to-day operations.

— Kimberlee Smallwood, VP, GetixHealth

