



CareMonitor Chooses 8x8 CPaaS to Support Critical Patient Interactions

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8x8 SMS API and Jitsi as a Service Support Unique Patient Interactions, Reduce Operational and Development Costs, and Enable Seamless Healthcare Services

CAMPBELL, Calif.--(BUSINESS WIRE)--Oct. 23, 2024-- [8x8, Inc.](#) (NASDAQ: EGHT), a leading business communications, CX, and CPaaS platform provider, today announced that [CareMonitor](#) has deployed [8x8 CPaaS](#) to support critical patient interactions. The company integrated [8x8 Jitsi as a Service](#) (JaaS) and 8x8 [SMS API](#) into its solution to support over five thousand unique patient interactions each day.

CareMonitor, an Australia-based cloud hospital-at-home care management solution connecting providers with patients to deliver person-centered, unified, efficient, and effective care, previously faced challenges managing multiple integrations and delivering critical healthcare notifications at scale. Further, they needed a customer engagement solution to better support critical health notifications and patient interactions.

With 8x8, CareMonitor has improved patient interactions by enabling timely health notifications that provide the option for the patient to start a 2-way conversation, all via SMS. Additionally, 8x8 JaaS ensures HIPAA-compliant, secure telehealth capabilities between healthcare providers and patients across multiple devices. Further, CareMonitor was able to drive cost optimizations, reducing total spend by 53% and allowing the organization to leverage these savings to accelerate further platform innovation. Additional benefits since integrating 8x8 CPaaS include:

- **Improved Patient Outcomes:** The 8x8 SMS API empowers CareMonitor to enable healthcare providers to send personalized real-time notifications and reminders at scale, 24/7/365, increasing adherence to care plans and leading to better patient outcomes.
- **Scalability and Reliability:** 8x8's Communication APIs provide scalability and global reach, allowing CareMonitor to offer services without worrying about the infrastructure, especially as they scale.
- **Out of the Box Functionality:** Implementation for 8x8 JaaS took less than a week, without considerable overhead and the ability to deeply integrate directly into the platform securely using the Video SDK API.
- **Readily Available Support:** 24/7 access to support and responsive account management allows CareMonitor to innovate and support new initiatives.

"We understand the importance of finding technology partners that we work well with in order to deliver the best possible solution to our customers," said Deepak Biswal, CEO at CareMonitor. "We found that partner in 8x8. By partnering with 8x8, we have reduced development time by 30% while consistently delivering critical healthcare notifications at scale and providing a seamless telehealth experience for both patients and clinicians."

"Seamless and consistent communication is undoubtedly important when it comes to healthcare and patient interactions," said Hunter Middleton, Chief Product Officer at 8x8, Inc. "We are very proud of the work we're doing with CareMonitor, ensuring that its customers have the resources and tools they need to provide stress-free patient interactions time and time again."

[8x8 CPaaS](#), which includes [SMS](#), [messaging apps](#), [voice](#), [video interaction](#) and [video conferencing](#), serves as a key enabler of business communications and customer experience in an ever-evolving digital transformation. 8x8 CPaaS is part of the 8x8 integrated cloud contact center and unified communication platform, which includes [contact center](#), [business phone](#), [team chat](#), [video meetings](#), and [SMS](#) capabilities.

About 8x8 Inc.

8x8, Inc. (NASDAQ: EGHT) is a leading provider of integrated contact center, voice communications, video, chat, and SMS solutions built on one global cloud platform. 8x8 uniquely eliminates the silos across the entire organization to power the communications and customer engagement requirements of all employees globally as they work together to deliver differentiated customer experiences. For additional information, visit www.8x8.com, or follow 8x8 on [LinkedIn](#), [X](#), and [Facebook](#).

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