



USE CASE :: **Switching to Plum Voice Takes Months Off Healthcare Company's Development Timeline**

Focusing its technology on healthcare payment processing allows one company to offer medical providers and patients across the United States a one-stop solution for all their billing and payment collection needs. By centralizing healthcare and finance in one place, the company simplifies the process of paying for care for patients and providers alike.

The Diagnosis

Before switching to Plum Voice, the company used a modern, code-based IVR platform. Unfortunately, the platform became too complex and time-consuming as the company's developers added more features.

- ⌘ **Application maintenance and testing with the old platform became "very painful," according to the company**
- ⌘ **Platform limitations meant the company spent weeks or months completing seemingly routine changes and additions.**
- ⌘ **The company wanted to add self-service features that the platform did not support**
- ⌘ **The old platform didn't meet PCI-DSS or HIPAA security compliance standard**

The Cure

The company considered five different IVR vendors, but chose Plum Voice's Fuse platform because of its visual development interface. *"Plum's UI made all the difference for us,"* said the company's Vice President of Product Development.

- ⌘ **Visual development UI accelerated the speed of development and testing**
- ⌘ **Feature-rich platform allows the company to automate complex tasks from start to finish**
- ⌘ **The Fuse platform is both PCI-DSS and HIPAA-compliant**

The Results

When dealing with hundreds of phone numbers the ability to build, test, and manage applications quickly is a necessity. With Plum Fuse the company got the speed and reliability it wanted.

- ⌘ **The company built, tested, and deployed a new application in 2-3 weeks**
- ⌘ **Updating and testing applications takes hours rather than days or weeks with one-click application cloning**
- ⌘ **Fuse provides *"a good service with a really good design tool"* that has *"significantly reduced our time for development and maintenance."***

"If you don't have developer resources, but want to build an IVR application Plum Fuse is something that a savvy business analyst could do. You don't need telephony engineers to get it going."

- Vice President of Product Development