

Creating an Exceptional Healthcare Organization

IMPROVING EMPLOYEE ENGAGEMENT THROUGH VIDEO

The new CEO at Children's Mercy Hospital knew the value of creating a culture based on open communication and transparency. Sharing best practices, research and information effectively was crucial to creating the best healthcare organization with top-of-the-line service for the children and families they provide for. Having grown to 26 locations, they needed a video solution that was both high quality and cost effective. Using the Kollective platform and Microsoft Stream, Children's Mercy Hospital transformed the way they engage with their employees.

THE BUSINESS CHALLENGE

FROM LOW QUALITY TO HIGH PRIORITY

Now employing over 8,000 people, Children's Mercy Hospital became acutely aware of the importance of clear communication across the organization. Previously resistant to change, the hospital recognized that its broadcast technology was no longer fit for a modern working environment.

- Internal demand outgrew the decades old media systems
- The network couldn't handle even a small number of users accessing video broadcasts at any given time, creating a poor user experience
- Network administrators hadn't widely adopted Quality of Service (QoS) for video
- CEO issued a mandate to implement a solution in 90 days

THE SOLUTION

KOLLECTIVE DELIVERS A QUALITY EXPERIENCE AT SCALE

The demand for video communications continued to grow even while the broadcast quality remained low. Children's Mercy Hospital recently upgraded to Microsoft Office 365 and reached out to Microsoft to discuss broadcast solutions. Microsoft recommended three Enterprise content delivery partners and after extensive reviews by a 10-person committee, Kollective was selected for their new video broadcasting solution.

- Enables near limitless scalability to ensure any number of users can take advantage of video broadcasts, regardless of their location
- Offloads up to 99% of the bandwidth previously consumed by video
- Provides excellent user experience across the entire organization
- Provides analytics and insights for network performance, content delivery, user engagement and troubleshooting



HQ:
Missouri, USA

CEO:
Paul Kempinski

Employees:
8,219

Global locations:
26

"If you weren't one of the first 300 to join a video event, quality would erode, and if you couldn't attend you had to hope for a recording."

Morgan Waller, Director of Telemedicine Business & Operations

“...working within the accelerated timeline posed many difficulties, but Kollektive was never one of them. Everything worked exactly as they said it would. Rarely have I had such a pleasant experience with a solution/vendor first time around. Our users were quite impressed, maybe even surprised by the degree of improvement.”

Morgan Waller, Director of Telemedicine
Business & Operations



THE IMPACT

VIDEO DISTRIBUTION MADE SIMPLE

Kollektive's platform helped Children's Mercy Hospital take their video culture to the next level. Users in remote locations are now able to feel part of the conversation, without the hospital having to invest in expensive hardware.

- Since deploying Kollektive, they've hosted many successful Town Halls with the CEO, VP's and Directors
- They're achieving more effective communication between different tiers of the organization, as well as across verticals - areas they were unable to reach in the past where huge barriers existed
- Eliminated strain on the network without any costly increases in bandwidth or hardware
- Access to real-time analytics and insights via Kollektive IQ analytics, providing visibility into network and delivery performance, as well as employee engagement with the content
- Overwhelmingly positive feedback from IT/IS teams and users

HEAR WHAT THE TEAM AT CHILDREN'S MERCY HAD TO SAY

Executive Staff

“At the most recent CEO Town Hall she mentioned there were more than 500 end points with multiple users, and used the word ‘Flawless.’”

Director of Employee Communications

“Thank you again for the terrific new streaming option!”

IT Network Team

“During the last CEO Town Hall we could hardly tell that anything was running on the network!”

SVP/Chief Marketing Office

“Wow! That is fantastic! Thank You All! This is a BIG step forward to helping our employees feel connected. Thank you!”



Contact Kollektive

US +1 408 215 6400
UK +44 (0) 800 242 5602
APAC +65 9371 8000

kollektive.com
salesinfo@kollektive.com