



Game Changing social enterprise making a difference with CX technology

Homecare Medical recognised amongst global leaders at Xperience19

Winners of the 14th annual Genesys Customer Innovation Awards were announced at Xperience19 in Denver, Colorado on Monday, with New Zealand based Homecare Medical acknowledged for their extraordinary community service, critical agility, and unique use of the Genesys Customer Experience platform. Honoured as the 2019 CX Game Changer (Making a difference with CX technology) Homecare Medical achieved greater population reach for its digitally delivered health and mental health services by adding digital telehealth support channels, resulting in a 92% increase in annual contacts across voice, web chat, email, SMS and social media. During the qualifying 2018 period, Homecare Medical: Had an average of 2,218 contacts a day from nearly 577,000 users Helped 26,847 people start their quit smoking journey Nurses provided health advice to 413,927 people Poisons Officers helped 22,553 people Mental health teams supported 69,431 people Emergency triage nurses aided 39,200 people - keeping hospitals and ambulances available for emergencies All while 74% of calls were answered in 20 seconds, 83% of calls in 60 seconds and 92% of calls within 3 minutes. As a social enterprise providing centralised, critical, time-sensitive and complex health services to members of the community, the panel of international judges of the Genesys Customer Innovation Awards were impressed with Homecare Medical's bespoke use of the Genesys platform: seen in this unique, full channel and rapid growth formation for the first time in New Zealand. Andrew Slater, CEO, Homecare Medical and the driving force behind the rapid expansion, was onsite to receive the award. Leading a team of 30 who set up the integrated national telehealth service in just 15 weeks -which now has more than 400 staff based in four contact centres across the country - Mr Slater's commitment to exceptional care never wavered. "Providing assistance to a diverse range of community sectors including at risk individuals, and running 30 digital help channels covering critical services such as general health mental health, addictions, poisons, sexual trauma, crisis services, and after-hours GP support, means we need to connect to people when they are most in need of help or support, and however they need us. Genesys enables us to do to that," said Mr Slater. The use of Genesys technology was highlighted with Homecare Medical's remarkable response to the recent Christchurch terror attacks. Their unwavering commitment to Game Changing CX included delivering over 16,000 psychosocial sessions in the immediate aftermath of the devastating tragedy, truly representing an organisation making a difference with CX technology. -ENDS- Media Opportunities Limited interview opportunities are available with Andrew Slater, CEO, Homecare Medical. Andrew can provide powerful insight into how the Homecare Medical contact team were able to support the community after the tragic terror attack in Christchurch, their innovative use of the Genesys PureConnect platform, and providing agile, rapid deployment of integrated omnichannel telehealth solutions in New Zealand. Image: Andrew Slater, CEO, Homecare Ian McLean, NZ Country Manager, Genesys is also available for commentary Please contact Zadro for further information or to request an interview. About Genesys Genesys® powers more than 25 billion of the world's best customer experiences each year. Our success comes from connecting employee and customer conversations on any channel. Every day, 11,000 companies in more than 100 countries trust our #1 customer experience platform to drive great business outcomes and create lasting relationships. Combining the best of technology and human ingenuity, we build solutions that mirror natural communication and work the way you think. Our industry-leading solutions foster true omnichannel engagement because they perform equally well across channels, on-premises and in the cloud. Experience communication as it should be: fluid, instinctive and profoundly empowering. Visit genesys.com on Twitter, Facebook, YouTube, LinkedIn and the Genesys blog. Media Contacts Australia Elizabeth Williams Group Account Director ZADRO elizabeth@zadroagency.com.au +61 2 9212 7867 +61 411 201 354 Julie Donovan Senior Account Manager ZADRO julie@zadroagency.com.au +61 2 9212 7867 +61 410 510 080

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