

Tucson Medical Center Selects Vocantas Auto Shift Callout

Vocantas' CallAssure™ Module - Automated Shift Callout - will broadcast shift offers via phone call, text, and email to Tucson Medical Center employees.

OTTAWA, ON and TUCSON, AZ - October 5, 2017 - Tucson Medical Center has selected the powerful [Automated Shift Callout](#), a module of Vocantas' communication platform for healthcare, [CallAssure](#), to replace the JDA Vortex solution which no longer integrates with Kronos Workforce Central.

Tucson Medical Center relies on automated communications to connect with staff to fill relief shifts integrated with their Workforce Management Solution, Kronos Workforce Central. The combined Vocantas Auto Shift Callout solution with the Kronos scheduling software improves operational efficiencies for Tucson Medical Center. Vocantas was selected based on the Vocantas team's ability to satisfy all the requirements for a cost-effective, automated communication solution and their ability to meet the hospital's tight timeline for delivery.

"Vocantas has been an exceptional partner. We needed to solve the problem quickly, as our previous supplier no longer offered a Kronos integrated solution and we faced an unreasonable deadline and a budget constraint. Vocantas was both flexible and creative in working with our team to meet our needs. We are pleased to partner with Vocantas to replace JDA Vortex," said Frank Marini, TMC's senior vice president and CIO.

"We always strive to see our customers as partners in our business by viewing our technology as a solution to a problem. In this case, our Auto Shift Callout solution addressed an immediate need for Tucson Medical Center and we were able to help the TMC team by getting this solution in place quickly while meeting their existing budget," said Gary Hannah, CEO of Vocantas.

Auto Shift Callout saves organizations time and money and provides employee work-life balance and satisfaction by offering open shifts to employees via automated phone call, text, and email. The Employee Portal, where employees can not only check shift offers but select contact preferences and select open shift opportunities, allows staff to manage their shift offers and communication preferences wherever they are through the secure portal.

Tucson Medical Center, licensed at more than 600 beds, has been Tucson's locally governed nonprofit regional hospital for 70 years. TMC is Southern Arizona's leading provider for emergency care and pediatric care (including Tucson's first Pediatric Emergency Department), with top-notch intensive care units for adults, children and newborns. Other specialty areas include women's, maternity, cardiovascular, orthopedic, neuroscience, hospice, imaging and senior services.

TMC HealthCare is Southern Arizona's locally governed nonprofit system, the corporate entity that includes Tucson Medical Center and the TMC One primary care practice.

About Vocantas Inc.

Vocantas develops hosted and premise-based multi-modal communications solutions, including interactive voice, text and email, using advanced computer telephony and speech recognition technology to provide businesses and service providers with more efficient outreach capabilities. Vocantas solutions help organizations in the higher education, utilities, healthcare and customer service environments improve outreach and engagement while reducing operating costs. Visit vocantas.com for a free interactive demo of Vocantas solutions that intelligently respond to your customers.

Media Queries

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