

8x8

Improving Reliability and Compliance

Resilient communications for healthcare

Communications you can rely on

When the public rely on you for life-saving support you need a communications infrastructure you can rely on 24/7/365.

Reliable communications are vital for improving patient access and experiences. That means opening multiple communication channels to ensure patients can access the services they need, when they need them, and move faster through care pathways. Likewise, staff need to be able to access and share sensitive patient information securely.

But selecting a reliable communications platform provider for this omnichannel environment can be a challenge. How can IT leaders filter out the noise and find the right platform for their unique needs?

In the real world, service level agreements (SLAs) are more than the sum of their parts, and NHS organisations need to consider the reliability and resilience of cloud services to realise the full benefits.

Through Blake Telecom, the 8x8 Experience Communications Platform (XCaaS) ensures secure service delivery with four levels of redundancy and complete transparency across all employee and patient communications.

What's Inside

**The power of the 8x8 Experience
Communications Platform™**

Ensuring Quality

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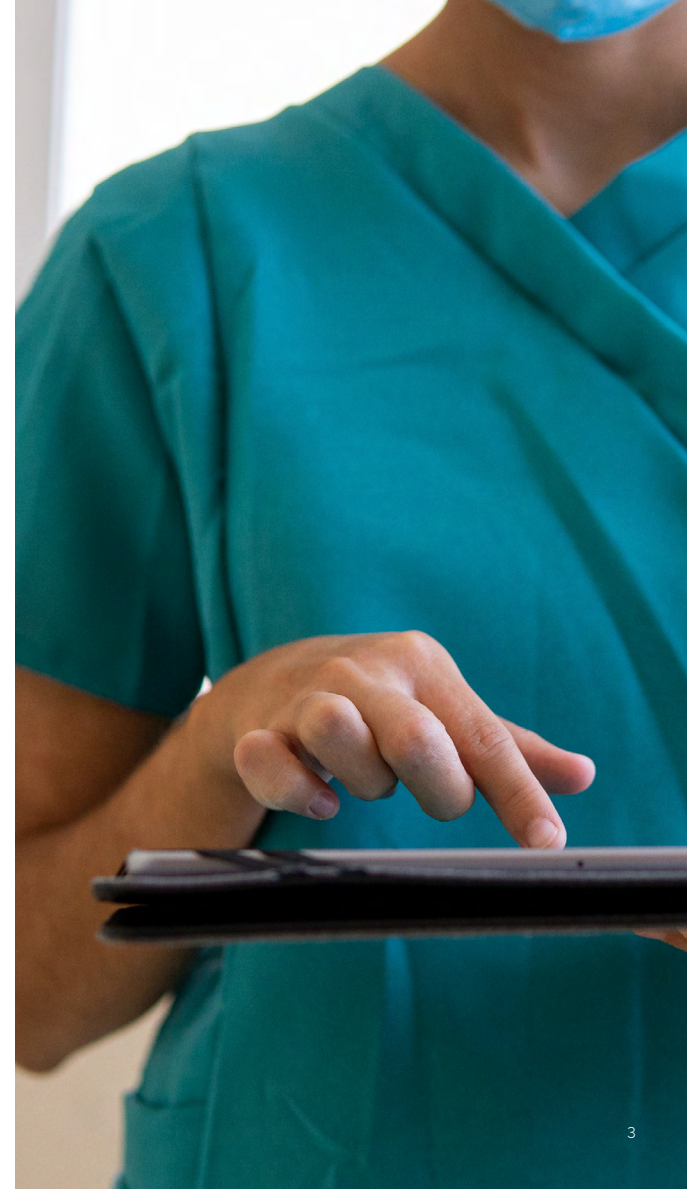
Conclusion

The power of the 8x8 Experience Communications Platform™

Blake Telecom and 8x8 provide NHS organisations with voice, video, chat, contact centre, and enterprise-class communications APIs for integration with EPR, Teams and more, from a single, secure, reliable cloud communications platform with consistent call quality.

Our platform is designed from the ground up to ensure the highest possible uptime by providing multiple levels of redundancy.

Fault-tolerant architecture means there are no single points of failure. The service is designed to function with the loss of a server, a cluster of servers, or a database. Additionally, our core telephony services are designed to function with the loss of an entire data centre. Any failover of core call flows happens automatically and requires no intervention by Blake Telecom customers.



Redundancy Levels

The 8x8 proprietary Experience Communications Platform™ is delivered from top-tier, redundant, geographically diverse, state-of-the-art cloud locations/regions to ensure the highest possible uptime for contact centre, voice, video, chat, and APIs by providing multiple levels of redundancy:

- **Infrastructure** - Fully redundant infrastructure provides the foundation for high availability
- **Platform** - A highly available platform with elastic scale, self-healing, and multi-region active/active redundancy
- **Data** - Fully mirrored data sources provide high availability and complete consistency of data across redundant platforms
- **Geographic** - Infrastructure, platform, and data layers are fully replicated across geographically diverse locations in each region
- **Multiple Tier 1 ISPs** - multiple redundant links and direct private connections
- **Multiple top-tier** PSTN carriers



Ensuring Quality

Blake Telecom supports the NHS in improving patient access and experiences and meeting SLAs with intuitive user interfaces for prompt responses and a faster resolution to enquiries. Patented Global Reach™ technology and built-in software intelligence deliver high availability and mitigate common cloud communications challenges such as connectivity issues, audio and video quality problems, and service outages.

Media data is susceptible to delays, and 8x8's patented technologies minimise this data latency. All traffic routing decisions take place in real-time and factor in the current internet and carrier network conditions to determine the best call routes; then, high-quality agent and tenant communications are delivered through an extensive network of peer-to-peer connections.

We have relationships with 200+ carriers and peerings with 20+ top-tier ISPs and networks to provide the best possible voice quality by routing phone calls via the best carrier with the shortest path.

Quality

- Patented Global Reach™ routing
- Highest voice quality across the globe; Average 4+ MOS
- Bandwidth estimation and video adaptivity algorithms for the highest video quality
- Advanced quality metrics/ analytics across the platform

System monitoring and incident management

8x8 Network Operations Centers (NOC) monitor 8x8 services 24x7x365 and provide follow-the-sun coverage. All applications, services, and infrastructure are monitored, utilising sophisticated, proprietary in-house developed tools and plug-ins. All aspects of the service delivery, including the health and performance of the systems, network, application, and underlying carriers, are closely monitored.

Additionally, 8x8 utilises industry-leading monitoring solutions that feed alerts to core systems, sending notifications to 8x8's NOC, Operations, and Engineering teams to address system anomalies before they become customer-impacting events.

Service transparency

To ensure complete transparency, the status of your communications services is always available on the public Service Status live dashboard.

Reliability

- Platform-wide 99.999% SLA across UCaaS and CCaaS
- 35+ public and private data cloud regions worldwide
- Redundancy at four layers: infrastructure, platform, data, and geographic
- Public Service Status live dashboard and historical uptime performance
- 24/7 NOC with proactive monitoring

Security

With over 300 patents that cover diverse aspects of our unified communications, video, API, collaboration and contact centre services, infrastructure and UX design and functionality, the highest levels of security and compliance and UK ring-fenced data, 8x8 is a leader in cloud communications.

8x8 maintains various industry-leading security and compliance certifications, and our security program is designed to protect the confidentiality, integrity, and availability of our customer's data. Departments can safely access the information they need, breaking down silos to reduce duplication across patient care plans.

We have created a top-down culture of security and compliance, including a commitment to secure architecture and development. As such, we have made significant investments in achieving compliance with various industry standards for data security and related third-party certifications.

As a result, many NHS organisations choose 8x8 as a safe pair of hands for cloud communications to help them comply with strict standards, protect their reputations, and secure their patient data.

Security

- Adheres to the highest security standards
- Meets all requirements for ISO 27001, CPNI, SOX
- Certified PCI, GDPR solution provider for optimum compliance
- UK Ring-fenced data with 3 public and 5 private UK data centres
- End-to-end video encryption

Conclusion

8x8's financially-backed 99.999% uptime SLA across UCaaS and CCaaS is a major distinction in the industry. It is only made possible because 8x8 XCaaS is built on a proprietary, single-vendor, integrated technology platform, enabling organisations to focus on driving their business forward by improving communications for employees and patients.



**8x8 solutions are listed on Crown Commercial Services
G-Cloud and NS3 (RM6116) frameworks.**

Find out more about Blake Telecom solutions for Healthcare



The Princess Alexandra Hospital

"The Trust's corporate goals are built around the 5 'P's – Patients, People, Place, Performance, and Pounds. With 8x8, we've met every one of these."

Jeffrey Wood, Deputy Director of ICT, Princess Alexandra Hospital NHS Trust