

WE GET VACCINATION SOLUTIONS ARE A TOP PRIORITY.

To plan, deploy and manage vaccination projects, you need IT Orchestration by CDW®.



Public confidence in a safe and efficient vaccination program is critical to successfully meeting the objectives and requirements set forth by federal, state and local governments. Multiple techniques and technologies are used to proactively plan, deploy and manage vaccination programs as well as maintaining compliance standards such as HIPAA.

CDW Solutions can help you achieve:



Scheduling and Confirmations



Manage Capacity



Speedy Deployments

Orchestrating the Right Solution

When developing the right solution for your organization it is important to consider the following:

- Scheduling appointments can be automated with the use of virtual assistants. Thereby taking most of the load off of call center agents that would be used for secondary support. These virtual agents can be configured and managed "on the fly" allowing for unlimited flexibility and significant integration with existing systems.
- Omni-channel communications are key to reaching out to the public. Omni-channel seamlessly integrates different communication channels to communicate with the public. Ultimately, your strategy should consist of a strategic plan to build a coherent and aligned experience across multiple platforms.
- Implementation requires speed of deployment as well as unlimited flexibility. CDW provides solutions that can function as stand-alone platforms or integrate with existing systems.

CUSTOMER SUCCESS STORY

Industry: Healthcare
Timing: January 2021

CHALLENGE: Our customer faced a one-week timeline for creating a vaccine distribution process that would include a call center, an appointment scheduling app and hardware for the 450 people who would be administering the vaccine.

SOLUTION: CDW·G coordinated with partners to set up a call center solution that could handle the needs of the customer's inbound patients. Within 48 hours, the CDW·G team also procured, imaged and delivered 450 Microsoft Surface tablets and accessories.

RESULT: Our customer set up and opened the state's first vaccine site designed for residents in its county within seven days. More than 1 million residents are currently scheduled to receive vaccinations. The customer will open a total of 25 sites as it works toward administering more than 2 million vaccinations.



Assess

CDW experts will help you assess and evaluate your current requirements to include an analysis of your existing systems and selecting the best option to meet immediate and long-term demands.



Design

CDW will provide the most qualified technical resources to design solutions that work best for your organization and the goals you set out to achieve.



Deploy

CDW will provide world-class resources to install, configure, and deploy technical solutions that will meet and exceed your expectations. CDW will be there to ensure your deployment runs smoothly and on schedule.



Manage

Monitoring, maintenance, reporting and incident management are crucial to maintaining a smooth running operation. CDW provides solutions that can manage service levels across all channels.



Why CDW

We partner with the most relevant industry leaders to provide you with a wide array of solutions. Our experienced professionals are certified and recognized throughout these partnerships to ensure the highest levels of knowledge and solution expertise.

Vaccination Projects

Plan, deploy and implement vaccination projects with confidence utilizing proven technologies. CDW deploys innovative solutions that provide automated scheduling, virtual assistants and omni-channel communications.

Business Priority	Solution
Scheduling Appointments	Automated scheduling services that provide patient verification, scheduling, reminders and confirmations.
Capacity Management	Capacity management is key to maintaining patient services as well as monitoring operations and strategic planning.
Deployments	Health and Human Services need to have the ability to deploy and implement vaccination projects rapidly and with confidence. CDW provides proven solutions based on experience, world-class partners and advanced technical capabilities.

Partners Who Get IT

eGain



IGNW
A CDW COMPANY

IntelePeer
The Cloud Communications Company

SpinSci

servicenow

VONAGE

CISCO
Partner

CHECKLIST OF QUESTIONS

Considering the immediate requirements to deploy vaccination stations, do you have a consolidated solution that will:

- Provide scheduling services that includes scheduling appointments, sending reminders to patients, and sending a confirmation the day prior to their appointment?
- Provide capacity management solution that will integrate with scheduling systems as well as monitor the current status of vaccination stations to prevent over flow and maintain social distancing?
- Provide omni-channel communications that will reach out to your patients via email, text messages and other social media platforms in a single integrated solution?
- Provide the ability to deploy vaccination stations quickly and with confidence. Can you provide the ability to deploy vaccination stations as a stand-alone platforms as well as integrate with your existing infrastructure?

CONSIDERATIONS

- How do you align vaccine inventory to available staff and appointments today?
- Virtual scheduling assistants will free up your staff to better support onsite residents.
- How would multichannel appointment reminders impact your no-show rate?
- Do you currently have the ServiceNow platform?

To learn more about vaccination solutions, contact your CDW account manager at 800.800.4239.

