

# Vocantas interactive voice response systems streamline access to information and reduce costs

*CallAssure solution enables healthcare professionals to make hundreds of calls within hour — ensuring prompt identification of patient concerns*

## Fast facts

### Corporate profile

Vocantas was founded in 2003, to develop advanced interactive voice response systems (IVRS) and business process automation tools to automate routine telephone communications.

Using a combination of advanced computer telephony and speech recognition technologies, the company has developed IVR solutions for customer service and healthcare verticals across North America and the United Kingdom.

### Why Ottawa

Both federal and provincial governments are highly supportive of the Ottawa technology community and its innovations. This support includes research grants, resources to help companies innovate, compete, and attract new growth and investment as well as to expand their exports.

### Business advantage

The Vocantas business advantage is its diverse talent which is made up of seasoned technology veterans and university graduates from around the world. The team prides itself on achieving a keen understanding of each client's environment and objectives, which translates into optimum project outcomes. This extensive collaboration with its clients is the Vocantas "secret sauce".

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The easy-to-use, turnkey solutions have customizable features and optional enhancements that integrate seamlessly with customers' existing systems. Vocantas' innovative solutions have particular application in healthcare, utilities and customer service environments where they streamline access to information and reduce operational costs.

Located in the nation's capital, the Vocantas team is a tightly integrated group dedicated to realizing the success of its clients through a collaborative partnership. In 2007, Vocantas was recognized as one of the "Top 25 Canadian IT Up and Comers" according to independent marketing consultancy, the Branham Group

### Why Ottawa

Vocantas is a privately owned company founded by Gary Hannah. Mr. Hannah has extensive experience from Ottawa technology, telecommunications, financial and manufacturing industries and is currently chair of the Ottawa Centre for Research and Innovation (OCRI). Having worked in Ottawa for much of his career, Gary realized the potential for success in the abundance of highly skilled individuals that have come from a wide variety of backgrounds, educationally, professionally and

*more...*

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globally. His team has chosen Ottawa as well as Vocantas because of the balance that it provides them with each day.

This balance is also present in the variety of seasons that our great city experiences as well as the unending options of cultural and sporting events, collaborative networks, and exceptional post-secondary education.

After an intense day at work, Ottawa employees can be home in minutes—unlike their counterparts in so many cities where hours can be spent stuck in endless traffic. A short drive from many communities affords Ottawans with easy access to unspoiled nature, clear waters and green forests. Even apartment dwellers have green space to enjoy!

Another plus for Ottawa companies is that both federal and provincial governments are highly supportive of the technology community and its innovations. This support includes research grants, resources to help companies innovate, compete, and attract new growth and investment as well as to expand their exports.

Go to [www.82000reasons.com](http://www.82000reasons.com) for more Ottawa tech success stories and videos

## **Business advantage**

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Additionally, the company's exceptional R&D labs are stimulated by the new and exciting discoveries of local research scientists as well as daily, real-life problems that are solved with its innovative telephony solutions.

A great example of this is the CallAssure™ solution which was originally developed at the request of healthcare professionals who were seeking effective methods to reduce adverse events in recently discharged patients. Vocantas worked closely with doctors and scientists to develop a solution that would correctly simulate the existing processes that were used in patient follow-up.

Before CallAssure, highly skilled healthcare resources would often spend many hours of their valuable time calling patients—encountering obstacles such as busy signals, unavailable patients, answering machines etc. This process was not efficient for addressing patient concerns in a timely manner.

Hospitals that implement the CallAssure solution are able to make hundreds of calls within hours, enabling prompt identification of any concerns. Vocantas extensive understanding of these processes has created time and cost savings as well as improved patient safety and satisfaction.

## **Future Growth Plans**

With so many positive factors contributing to the success of its company, Vocantas is highly enthusiastic about the future. The momentum has truly begun and all of the hard work to perfect its solutions is paying off as more and more projects are underway. New team members are on the horizon as are the referrals and repeat business. Fresh innovations sparked by research grants and product breakthroughs point towards exciting activity for the future of this great company. New partners in Asia and the U.K., as well as invigorated activity in North America, all guarantee that there will be no shortage of prosperity and success in the months and years ahead. Watch this space, the best is yet to come!

## **Contact information**

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