



## CASE STUDY

# Innovating Care Delivery Through Patient-Centric Cloud Solutions



Sutter Health is a California-based, not-for-profit integrated healthcare system with over 100 years of history. It operates 28 acute care facilities, 5,500 contact center agents, and 300+ clinics, ambulatory surgery centers and urgent care centers. Sutter Health is dedicated to providing compassionate, patient-first care and improving the health and well-being of the communities it serves. Through innovation and collaboration, they remain at the forefront of healthcare excellence.



## The challenge: Transforming a Complex Contact Center for Enhanced Patient Care

Sutter Health wanted to create a streamlined experience for patients looking to schedule appointments but faced growing challenges with their legacy on-premises Genesys PureConnect environment. While they had previously been able to customize their solutions, the transition to the Genesys Cloud presented a series of roadblocks.

According to Rebecca Parson, Director of Contact Center Technology at Sutter Health, the transition process was more rigid than expected and the transition approach didn't fully align with Sutter's unique needs.

Key operational challenges included limited support for workflow customization, difficulties transitioning complex call routing operations—linked to 200+ call flows—and a need for a more collaborative problem-solving approach to ease the burden on their internal resources. Managing over 5,500 contact center agents, many of whom worked remotely across nine states, and migrating patient privilege-sensitive environments required a partner who could address their needs with precision, expertise, and flexibility.

## The solution: A Collaborative Approach to Patient-Centric Service Delivery

When Sutter Health collaborated with C1, things began to take a turn for the better. Within a short time, C1 demonstrated a deep understanding of Sutter Health's operational needs and patient-first philosophy. The process became highly consultative, ensuring collaborative decision-making at every stage.

### Key results

- **3,900 users** transitioned to Genesys Cloud
- Standardized service across **400+ locations**
- Optimized workflows across **200+ call flows**

*"C1 became an extension of our team, empowering us to deliver better care."*

**Rebecca Parson**  
Director of Infrastructure,  
Sutter Health



Patients now have a consolidated and uniform experience when calling into Sutter Health contact centers to schedule their appointments. Whether that is with a specialty clinician or with their regular primary care office.

Parson highlighted a key difference in the collaboration with C1, saying, "C1 bent over backward to ensure they truly understood our business. The depth of their on-site discovery and strategy reassured us we were in the right hands."

C1 assigned a dedicated team led by Client Executive BJ Sandberg and supported by industry-relevant expertise. They worked alongside Sutter Health's engineers to:

Transition from the legacy Genesys platform with minimal disruption.

Implement cloud voice solutions designed to optimize call flows for better patient scheduling, billing queries, and 24/7 nurse advice lines.

Remove operational noise by streamlining project management, increasing collaboration, and mitigating inefficiencies.

C1 also facilitated the integration of advanced solutions for outbound operational needs, such as managing mental health lines and patient transfer center communications. This collaboration allowed Sutter Health to lay a scalable technology foundation aligned with their mission to deliver exceptional patient care.

## **The result: Elevating Operational Efficiency and Patient Outcomes**

The shift to Genesys Cloud, supported by C1, allowed Sutter Health to enhance the efficiency and patient-centricity of their operations. With approximately 3,900 users seamlessly transitioned to the cloud, the organization now benefits from standardized contact center technology enabling uniform service delivery across 400+ locations.

Agents handling 70% of appointment scheduling calls and 24/7 outbound nurse advice lines now operate with greater precision and satisfaction. Parson added, "The expertise from C1 helped to streamline our processes and allowed us to pivot quickly while maintaining focus on patient outcomes."

Additionally, Sutter Health saw the following operational improvements:

- Optimized workflows across 200+ call flows, improving response times for primary and specialty care patients.
- Reduced internal noise during migration, allowing Parson's team to refocus on over 200 other active projects critical to the organization.
- A foundation built for the future, including scalable innovations like voice biometrics and custom-built data lakes for deeper analytics integration.

Reflecting on the collaboration, Parson noted, "C1 became an extension of our team throughout the entire process. This wasn't just a technology win; it was a massive operational and cultural shift in the way we deliver care."



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