



## MedXM Chooses Vonage for Integrated Business Communications

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Vonage to provide cutting-edge communications solutions to create better outcomes in healthcare

HOLMDEL, N.J., June 19, 2017 /PRNewswire/ -- Vonage (NYSE: VG) announced that Mobile Medical Examination Service, Inc. (MedXM) has chosen Vonage as its business communications partner. Santa Ana-based MedXM is a national leader in the design and implementation of preventive care technology and health risk assessments.

Vonage's opportunity to partner with MedXM was facilitated through mutual Google partner, VIWO. Vonage will provide [MedXM](#) and its 5,000-person medical staff with a full range of Unified Communications-as-a-Service (UCaaS) and Communications Platform-as-a-Service (CPaaS) solutions to help lower costs and create better outcomes for its customers and members.

MedXM is focused on providing its medical staff with advanced technology to drive highly customizable and improved patient outcome solutions, while also driving down costs. MedXM focuses on three pillars of healthcare: prevention, education and early detection. MedXM and Vonage are aligned in the belief that the successful implementation of these pillars relies on effective communications.

"When we made the decision to move our communications system to the cloud, the most important consideration was partnering with a company that would help us to provide our members - patients, healthcare plans and physicians - with the same robust network of resources and unparalleled customer service that they expect from MedXM," said Sy Zahedi, CEO, MedXM. "With Vonage, we know we will not only continue to deliver on the promise of our trusted brand, but this move to the cloud will also provide us with the agility we require to connect with our members wherever they are to meet their healthcare needs better and faster."

To optimize workflow, MedXM is also integrating Vonage's Premier UCaaS solution into G Suite powered by Google Cloud. With Vonage, MedXM will be able to deploy its communications solution throughout its organization via Google Chrome devices, which will enable the rollout and management of IT infrastructure very quickly and without the need for a large IT staff for support.

"As a Google Premier partner that focuses on the sale of Google G Suite services, we felt that Vonage Business was the right fit for MedXM and its call center requirements, which centered around the use of Google Chromebooks and Android support," said Denise Hazime, General Manager of VIWO. "The versatility of Vonage and its communication platform allowed VIWO to bring forth the right communications partner to MedXM, to enable a Google-centric call center environment."

MedXM will also employ Vonage's advanced contact center, powered by inContact, to enable its full-service, in-house customer service team to enhance and build upon its impressive customer management and support processes. inContact Omnichannel Routing, part of Customer Interaction Cloud, intelligently routes all customer interactions and empowers contact center agents to provide personalized and proactive customer experiences.

Also critical to securing MedXM's business was the Vonage API platform, Nexmo. MedXM plans to utilize Nexmo APIs to provide unique solutions to further engage with its members through contextual communications. For example, Nexmo APIs will enable MedXM to communicate with members in new ways, from automatically sending appointment reminders, to connecting a MedXM member seeking urgent care with a nearby physician in real time, to bringing doctor and patient together within an hour in the patient's home.

"We are thrilled to partner with MedXM to help them streamline and unify the way they connect their members with the healthcare plans and providers they need to ensure good health and a better way of life," said Alan Masarek, Vonage CEO. "Vonage's partnership with MedXM is a natural extension of both companies' mission to drive better business outcomes for their customers. The addition of UCaaS capabilities for enhanced collaboration, CPaaS technology for better customer connections, coupled with an enterprise contact center solution and G Suite integration, is a winning combination that provides MedXM with everything it needs to continue to effectively and efficiently drive success for its business and in the healthcare space."

### About Vonage

Vonage (NYSE: VG) is a leading provider of cloud communications services for business. Vonage transforms the way people work and businesses operate through a portfolio of cloud-based communications solutions that enable internal collaboration among employees, while also keeping companies closely connected with their customers, across any mode of communication, on any device.

Vonage's Nexmo API Platform provides tools for voice, messaging and phone verification services, allowing developers to embed contextual, programmable communications into mobile apps, websites and business systems. Nexmo enables enterprises to easily communicate relevant information to their customers in real time, anywhere in the world, through text messaging, chat, social media and voice.

The Company also provides a robust suite of feature-rich residential communication solutions. In 2015 and 2016, Vonage was named a Visionary in the Gartner Magic Quadrant for Unified Communications as-a-Service, Worldwide. Vonage has also earned the Frost & Sullivan Growth Excellence Leadership Award for Hosted IP and Unified Communications and Collaboration (UCC) Services. For more information, visit [Vonage Business](#).

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### About MedXM

Since 1990, MedXM has been a national leader in the design and implementation of preventative care technology and in-home health risk assessments for the purpose of care management. MedXM offers a complete network of connections between members, their health plan, and providers. MedXM is focused on delivering Risk Adjustment and Quality Solutions by providing clients with fully customizable options to fulfill specific

needs.

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