

8x8

Home-testing specialist trusts 8x8 platform to manage health and identify issues



letsgetchecked.com



Industry

Healthcare



Headquarters

New York and Dublin



8x8 Products:

8x8 X Series Contact Centre



Primary Reason Chose 8x8:

Full-stack available on a single platform, delivered rapidly across continents

Highlight Metrics

- Contact centre went live in New York and Dublin in 10 days
- Hundreds of thousands of customers supported across North America and Europe
- The company carried out over 500,000 tests by June 2020

Demand for home-testing accelerates

LetsGetChecked has become a major force in healthcare home-testing. Founded in 2015 with corporate offices in New York and Dublin, LetsGetChecked serves 28 countries and has performed over 521,000 tests.

The company enables consumers across the US, Canada and Europe to take an active role in their health – by accessing a wide range of tests from home so they can live longer, happier lives.

LetsGetChecked owns the process end to end. It manufactures kits, ships them to people's homes, collects and analyses samples in its labs and then contacts consumers with results.

The business was growing at a phenomenal 15% every month. Then the COVID-19 pandemic struck. "For years, we were saying home testing was the way to go. Suddenly, we didn't need to convince anyone anymore," recalls Ronan Ryan, Chief Operations Officer.

LetsGetChecked developed tests for the virus as well as for immunity. These were offered to frontline workers and healthcare staff, with results available in 48 hours.

Switching to a single platform solution

The demand for COVID-19 home testing took off. But the company's contact centre tech was holding it back.

With contact centre buildings closing because of the pandemic, the company's care and nursing teams needed to work remotely. The trouble was, their contact centre tech was struggling to cope – and outages were happening.

"Like many tech startups, we'd been using different applications," says Ryan. "Our company had grown from 25 to 250 people and we needed a contact centre solution that offered omnichannel services."

Fortunately, LetsGetChecked was already in talks with workair, the cloud communications specialist. 8x8 X Series Contact Centre was recommended as the ideal solution. Within days, it went live.

