



## **Innovation Success**

### **Call Center Modernization**

#### **Department of Health**

**Completed: June 2012**

The Department of Health is saving money and improving service through the modernization of its Health and Human Services Call Center.

Technological advances have allowed the department to replace its vendor-managed, custom call center system with a commercial software system as a service solution.

This cost-efficient software allows service providers to update their own information on the Help in Pa website, decreasing DOH staff time previously required to verify and update this information and improving the accuracy of the data received. Through the website, citizens can access contact and service information based upon location, type of need and several other criteria.

The ability of call center personnel to respond to customer inquiries is viewed as equal to or exceeding the level of responsiveness by the outsourced contractor. As an integral component of the Department of Health, the call center services can provide greater responsiveness to changing health related needs than was previously possible.

It is estimated this initiative has saved \$400,000.

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