Infinity empowers healthcare organisations to improve patient experience and gain a competitive edge.

Optimises Resources

Improves Performance

Reduces Costs

Enriches Patient Experience

Healthcare providers are under extreme pressure to lower costs whilst improving quality.

Trying to acquire and retain patients can drain resources without the right systems and processes in place.

Call centres are an essential driver of revenue, profitability and patient loyalty.

Call handlers are at the heart of engagement, so need the right tools to convert enquirers into patients and first-time patients into loyal customers.

Infinity Reach Standardises working processes for agents to follow so they can control, measure and improve the patient experience and provide a consistent service.

Delivers agent consistency and accuracy across all sites, departments, and channels.

Our workflow technology makes your systems and agents as efficient and effective as possible, resulting in positive user experience and quality patient interactions.

A single, user-friendly interface gives agents access to the information they need, when needed, so they can focus on patients, not the technology.

Call data can be transformed into actionable insights and presented visually. Spend time learning from the data, not producing the reports.

Infinity is a game changer.
The groundbreaking software has been proven to....

LOWER COSTS

IMPROVE QUALITY