Healthtech Leader Achieves 99% Quality with Ubiquity Support

AI platform for healthcare operations partnered with Ubiquity to scale operations without compromising compliance. Ubiquity's offshore model, focused on quality, transparency, and flexibility, delivered 99% quality, 100% QA alignment, and 97% agent retention.

Challenge

This healthcare leader needed to scale cost-effectively while maintaining compliance and supporting innovation across healthcare operations.

Solution

Ubiquity launched a detail-oriented offshore operation supported by strong reporting, agent engagement, and process adaptability.

Key Actions:

- Mapped onshore practices to design an efficient offshore team with specialized expertise.
- Developed SOPs and reporting systems across 13 lines of business to enhance transparency.
- Upskilled agents to manage a range of tasks, improving adaptability and efficiency.
- Implemented weekly agent surveys to capture insights and optimize operations.
- Maintained high compliance and QA standards with support from a multidisciplinary ops team.

Results

Operations scaled with precision and employee satisfaction.

- ⭐ Achieved 99% quality across all lines of business, reflecting accuracy and compliance.
- ⭐ Matched 100% QA audit expectations, proving operational consistency.
- ⭐ Secured 97% agent retention through a responsive, value-driven culture.

99% Achieved quality score

97 Agent retention rate

> " With Ubiquity, the leading automation platform for patient engagement and staff workflows scaled seamlessly while staying true to its compliance and innovation standards—laying the groundwork for continued growth in the healthcare tech space.