



News Release

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Startel and Parlance Partner to Provide Best in Class Contact Center Services to Healthcare Organizations

- *Partnership provides a fast and simple caller experience and supports healthcare contact center efficiency and need to do more with current staff*
- *Startel and Parlance's service and support infrastructures will also enable greater reliability and less management time and effort for customers*

Irvine, CA and Woburn, MA – January 25, 2016 – [Startel Corporation](#), a leading provider of unified communications for healthcare systems, today announced a partnership with [Parlance Corporation](#), a leading provider of natural language call routing solutions for healthcare facilities.

As part of the new partnership, Startel and Parlance have integrated [Parlance Operator Assistant](#)™ with [Startel's Contact Management Center](#). Together, Startel and Parlance can now deliver comprehensive call automation, unified communications, business process automation, and performance management solutions to the healthcare marketplace. The partnership will offer healthcare organizations a powerful portfolio of communications tools to improve the caller experience for public callers and patients, streamline internal communications for medical staff, employees, and hospitalists, and create operational efficiencies that help reduce costs.

Capabilities of the new joint solution include call handling that mimics a live operator and allows callers to make natural language requests, code alerting and dispatching that enables doctors and staff to manage code responses more quickly and efficiently, and on-call scheduling to provide agents with up-to-date schedule information. The solution also includes appointment scheduling and reminders that help ensure successful appointments, secure messaging and encrypted email for protected sharing of PHI, and more.

The companies will also leverage their inclusive customer service and support philosophy to ensure ongoing performance and reliability for joint solutions, resulting in less time and effort spent by customers on managing and maintaining contact center applications.

“The partnership with Parlance allows us to bring call handling capabilities to the contact center that guarantee results,” said Bill Lane, president and CEO of Startel. “Combined with their reputation for excellent customer service, Parlance is an important piece of the puzzle that will allow us to together set a new benchmark for contact center performance and reliability.”

“We’re enthusiastic about working with a partner that has such a great track record of improving healthcare communications and patient satisfaction while reducing costs,” said Joseph Maxwell, president and CEO of Parlance Corporation. “We look forward to working with Startel to help healthcare contact centers expand their value while providing a great caller experience that positively reflects the healthcare provider’s brand.”

To start this partnership, Startel and Parlance are hosting a joint webinar on “5 Technology Challenges Impacting Healthcare Contact Centers.” This webinar is scheduled for Thursday, February 25, 2016 at 11am PST/2pm EST. To register for this event, click here: <https://goo.gl/kcqlku>.

To learn more about the Startel-Parlance integration, contact Startel at www.startel.com, or Parlance at www.parlancecorp.com.

About Parlance Corporation

Parlance helps a growing number of healthcare facilities, colleges & universities, and large enterprises deliver a positive caller experience with call handling solutions that callers actually like using. Elevate each caller experience, drive efficient operations, and move beyond the auto attendant. Learn more at www.parlancecorp.com.

About Startel Corporation

Startel is a leading provider of unified communications, business process automation, and performance management solutions and services. Since its founding in 1980, Startel has established a loyal customer base from a variety of industries, including contact centers, education, government, healthcare, insurance, telephone answering service and utilities. Startel leverages its unique solutions and industry knowledge and experience to empower organizations to improve agent productivity, reduce operating costs and increase revenues. For more information, contact Rachel Sauerbrey at 949.863.8776 or visit www.startel.com.