

Eversight

Improving Communications and Productivity with CGI Notify



Eversight is a non-profit organization that works with human eye tissue transplantation processes to make vision a reality. Eversight manages the coordination of a complex medical infrastructure of over 200 nationwide specialists.

The organization relies on CGI Notify as a communication channel to ensure their specialists and stakeholders are informed of all facets of tissue harvesting, transport and transplant processes—when time is the critical factor.

An Organization with a Vision

Eversight is a charitable, not-for-profit organization with a mission to restore sight and prevent blindness through the healing power of donation, transplantation and research. Their network of community based eye banks—in Connecticut, Illinois, Michigan, New Jersey and Ohio—recovers, evaluates and provides human eye tissue for transplantation; supports research into the causes and cures of blinding eye conditions; promotes donation awareness through public and professional education; and provides humanitarian aid to people around the world in need of sight-restoring services

The Challenge: Communication with a Large Network of Specialists

Ensuring nationwide, real-time communication with a network of medical specialists that is geographically dispersed and often in transit is a difficult task to manage. Timing is critical for the prompt retrieval of available ocular tissues and their safe transport to recipients and research centers. Extensive regulatory auditing requires Eversight to have detailed communication and notification records as part of their annual certification processes by the National Institutes of Health (NIH).



CGI Notify Delivers for Eversight

By saving time previously required to coordinate harvesting, transport and delivery of ocular tissues across the U.S., CGI Notify delivers more than messages. It delivers results for Eversight, with features such as:

- Multiple types of communication protocols
- Simple interfacing and interactions
- Reduced cost for labor and time consuming communication processes
- The right level and type of communication tailored for the appropriate need
- Automated communications for workflows and processes to reduce wait time for step completion
- Ability to quickly deliver important or emergency information to clients and stakeholders

About CGI Notify

CGI Notify is a cloud-based interactive mass notification service. With a simple-to-use web interface or direct connectivity using API integration services, CGI Notify may be utilized for EMNS (Emergency Mass Notification Services) or communication enabling existing software or processes through the usage of RESTful services.

The Solution: Seeing is Believing

CGI worked with Eversight to discover key areas of communication gaps. These gaps pointed to a perfect fit for CGI Notify, a cloud-based interactive mass notification service. CGI Notify includes RESTful web services to allow for direct integration with client enterprise resource planning (ERP) or management platforms. It also provides a standardized platform to send and receive SMS (Text Message), Voice, Email, and Push notifications globally. Eversight took advantage of a “try-before-buy” offer from CGI to let the product speak for itself regarding the benefits of the platform.

Intuitive Interface

CGI Notify provides a ready-to-use informative dashboard that allows Eversight to quickly send notifications, review current notifications and track results directly from the dashboard. Because the solution makes it simple to add groups and individual members to notifications, Eversight now has the ability to view notification details for delivery, responses—even when a voice message was answered by a person or a machine. Eversight chose CGI Notify as an innovative way to interact with their nationwide network of professionals who service donated eye tissue harvesting, tissue integrity, transport and storage. The organization now has the ability to transmit and confirm receipt of important information and auto escalate non-responsive teams to alternatives. The inter-redundancy of the CGI Notify platform enables a robust and immediate interactive, multi-channel communications platform ensuring the message gets through and confirmation gets back to the control center.

Results Everyone Can See

CGI Notify has delivered improved communication to medical specialists as well as increased real-time transparency on transport and delivery status. Using the solution has allowed Eversight to save more than 50% of the management and administrative time it previously required to coordinate harvesting, transport and delivery of ocular tissues to surgeons and research centers across the U.S. It also has saved additional labor costs in producing reports for regulatory certifications. Building on the success of CGI Notify, Eversight and CGI continue to innovate in communications for the life sciences industry.

“CGI Notify provides us the tools to communicate critical information to our staff and stakeholders that helps us better care for the precious gifts of corneal tissue for surgical transplant to restore eye sight throughout the world.”

GREGORY H. GROSSMAN PHD,
CCRP, CEPT DIRECTOR OF
RESEARCH PROGRAMS EVERSIGHT

To learn more about CGI Notify visit cgi.com/solutions/cgi-notify or email CGI at BPServices@CGIFederal.com

About CGI

Insights you can act on

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world. We are insights-driven and outcomes-based to help accelerate returns on your investments.

Nearly 7,000 of our experts help the U.S. federal government achieve comprehensive, scalable and sustainable IT and business goals. We enable our clients to execute digital transformation, build the federal workforce of the future, achieve operational excellence, enhance citizen engagement and protect America’s assets. As the federal government faces unprecedented challenges, we remain committed to enabling its success, using our deep understanding of clients' goals and mission-essential needs to provide consultative insights and develop solutions for maximum results.

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