

Medical University Of South Carolina

Introduction

This case study of Medical University of South Carolina is based on a March 2021 survey of Enghouse Vidyo customers by TechValidate, a 3rd-party research service.

“Vidyo provides us with the ability to deploy telehealth programs and services to rural South Carolina ”

Challenges

The business challenges that led the profiled company to evaluate and ultimately select Enghouse Vidyo:

- The vendors they replaced or evaluated before choosing Vidyo:
 - Zoom
 - Epic Systems
 - GoToMeeting
 - BlueJeans
 - Lifesize
 - Webex
- The challenges they were experiencing with their previous vendor(s) prompting them to evaluate Vidyo:
 - Call drop rates
 - Customer usability issues
 - Lack of integrations
 - Price point
 - Lack of feature parity on all platforms (desktop, mobile, webRTC)

Use Case

The key features and functionalities of Enghouse Vidyo that the surveyed company uses:

- The Vidyo products the organization is currently using:
 - VidyoConnect
 - VidyoRooms
- The top purchasing drivers for buying Vidyo:
 - Integration capability
 - Secure calls and data
 - Choice in deployment
 - Video quality
 - Ability to perform in variable bandwidth rural areas
- Rates the following Vidyo capabilities compared to the competition:
 - Security: significantly better
 - Ease of use: best in class
 - Reliability: best in class
 - Features: best in class
 - Integration: significantly better

Results

The surveyed company achieved the following results with Enghouse Vidyo:

- The operational benefits their organization realized following the deployment of Vidyo:
 - Delivered faster performance
 - Improved customer experience
- They increased the productivity of their staff by 20-30% using Vidyo
- They increased their user satisfaction by 30-40% with Vidyo

Company Profile

Company:
Medical University of South Carolina

Company Size:
Large Enterprise

Industry:
Healthcare

About Enghouse Vidyo

Enghouse Systems Limited is a leading global provider of enterprise software solutions serving a variety of distinct vertical markets. Its strategy is to build a larger and more diverse software company through strategic acquisitions and managed growth

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