

Case Study: Aeroflow

Customer Operations resolved reporting and support issues with language services using Boostlingo



Situation

Aeroflow Health is a leading provider of durable medical equipment (DME), offering critical products such as respiratory equipment, lactation supplies, and more. Its business recently expanded across multiple service lines and in response to this growth, Aeroflow's Customer Operations (CO) team urgently needed to resolve issues with its language services provider. They needed phone and video interpreting services that didn't break their budget. The team also wanted reporting capabilities to track language usage across their business units. Finally, they were struggling with getting responses from the vendor's customer support team.

Challenge

Aeroflow's previous language service provider offered phone and video interpreting but fell short in a few areas. The existing provider was too expensive for video interpreting and lacked capabilities to set up reporting and allocate interpreting usage across different business units. On top of that, the customer support was not able to provide timely resolutions to questions and requests. It was clear. Aeroflow needed a more flexible, affordable, and comprehensive language solution to keep pace with its expanding needs.

Challenge

- Issues with existing language services
- Poor reporting across business units
- Slow customer support response
- High costs for video interpreting

Solution

- Phone and video interpreting services
- Real-time, detailed reporting
- Integration into existing systems
- Dedicated account management
- Cost-effective subscription package

Results

- Improved customer communication
- Insights across all business units
- Reduced operational costs
- Improved customer satisfaction
- Faster customer support response times

“Our previous provider didn't offer the kind of comprehensive support we needed—interpreting was basic, and support was slow to respond, creating inefficiencies.”

Tosha Gentry, Customer Operations Manager

53% of healthcare workers expect interpretation volume to grow in 2024

Solution

To address these issues, Aeroflow switched to Boostlingo, a leading interpreting technology provider. Aeroflow could now offer video interpretation services for virtual CPAP setups and lactation consultations. They also set up phone lines for different departments, allowing them to allocate language service usage across business units. The CO team tracked this performance with Boostlingo's dashboard and shared data with the departments.

Ashley Haynes, Director of Customer Operations, was concerned about disrupting her team's workflow, as even positive changes can feel inconvenient in a busy organization. "I just wanted to ensure they almost didn't notice the difference," Ashley explained. Thanks to Boostlingo account manager Ashley Sanders, the Transition went smoothly. The cost-effective subscription package also helped them scale services without sacrificing quality.

Onboarding & Dedicated Account Management

"Boostlingo's account management team gave us complete confidence in our decision. We felt supported every step of the way, unlike with other vendors where support fades after implementation. With Boostlingo, our account manager has always been ready to help, making this one of the most seamless launch processes I've experienced."

Ashley Haynes, Director of Customer Operations

Results

- Boostlingo's reporting provided insights, helping Aeroflow correctly allocate usage across departments.
- Aeroflow experienced significant cost savings while improving its language access capabilities.
- Enhanced client satisfaction due to improved, seamless communication across all language services.

"Boostlingo has been a game-changer for us. The seamless implementation, detailed reporting, and top-notch support have made a huge difference in how we serve our customers."

Ashley Haynes, Director of Customer Operations




Why Boostlingo for interpreting services?

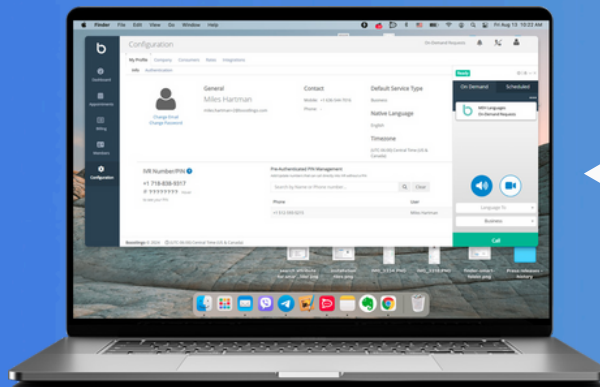
Highlights:

- Access interpreters in over 300 languages over-the-phone and on video
- Custom IVR phone features for specialized call routing
- Intelligent interpreter routing system with 13s Average Response Times
- Detailed and accessible reporting for internal management
- Built in integrations for scalable patient reach



Services:

-  Dedicated Implementation Support
-  Ongoing Account Management
-  Reliable Technical Support



Third party integrations



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