

Attention Software

Keys to Success

A customized solution for Aurora Health Care

The idea that there is a better way to provide health care is the core of Aurora Health Care's philosophy. It's been that way since the not-for-profit organization started in 1984. And when Aurora's IT department needed a messaging solution to provide customized web sites to over 30 departments, they utilized the Attention! Contact Center API.

Using the Attention! CC API, we provided a **custom solution** tailored to people who are not IT savvy.

Aurora's people provide quality, affordable and accessible services to many communities. It is imperative that wireless messages get to the right people in a timely manner. In addition, they need a web-based notification system that is easy to use for people whose expertise is health care, not computers. Kim Jahnz, Lead Systems Management Analyst, said "Our goal was to provide a turn-key application that met the specific needs of every major Aurora department. Using the Attention! CC API, we provided a custom solution tailored to people who are not IT savvy."



Remarkable treatment options and experienced physician specialists have earned Aurora St. Luke's Medical Center a reputation as Wisconsin's leading medical center.

Aurora IT and Attention Software engineering work towards a common goal.

With Aurora's previous messaging product, emails could take up to four hours to be received, depending on the email provider. In a hospital environment, this was simply unacceptable.

The Aurora IT department found the functionality they needed in the Attention! CC product, but Kim wanted a bit more. She spoke with her Attention Software account rep, who quickly brought engineering into the discussion. Kim decided a custom messaging application, developed by Attention Software professional services, would provide the solution Aurora needed.

The Attention! CC API is a callable interface to the Attention! CC product. It allows web developers to include the capabilities of Attention! CC in their own web portals using an industry standard, XML-based programming interface.

With the Attention! CC API, Aurora departments as diverse as the Emergency Room and IT have their own, customized web site. They create contact lists, scheduled jobs and preset messages that are unique to their organizations. Anyone that can use a browser, and send an email, can use the Attention! CC API web sites without the need for formal training.

"The standard Attention! CC product is great, but it requires every user to log into the product with a unique username and password," said Kim. "In most environments, identifying every user on the system is very beneficial, and we understand why Attention! CC was designed this way. But in our expansive network of hospitals and health care facilities, speed takes precedence over user identification. That is why we asked Attention Software to develop a custom application that is just like Attention! CC—without the user logon requirement."

Aurora Healthcare has been working with the automation products offered by Attention Software since 1998. In that time they have come to rely on the Attention!® product family for all their alarm management and notification needs. They have also developed an appreciation for Attention Software's service after the sale. Kim says "Everyone we work with at Attention Software is friendly and knowledgeable. Their software products are first-class, and their technical support organization is always available when we need them. We consider Attention Software to be not just a vendor, but a loyal business partner."



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Key Benefits

Attention Software provides the world's leading organizations with the highest quality alarm management and notification products available.

- The Attention! CC API provides an industry standard, XML based interface. It allows any organization to embed wireless messaging into their own web portals.
- Users in 30 different departments access a customized web interface that allows them to send critical messages within seconds.
- Attention Software's professional services organization is available to provide any level of assistance needed—from advice and sample templates, to design and implementation of the entire development effort.
- On-site implementation of the custom application was completed within a few days.



Providing superior Alarm
Management and
Notification solutions since
1993.

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