



Starting in One Day, Serving For A Lifetime!

Industry: Healthcare

Eczacibasi breaks new ground with “Online Health” platform backed by 11Sight and wins 4 awards at IDC CIO Summit 2021.

With Covid-19, we all changed the way we communicate, the way we serve and get service. Even if we stayed home, worked from home; it doesn't mean we're keeping ourselves from communicating with each other. We adapted every service into this new, limited world. In terms of health services, it was a must but hard to reach before getting out of our safe places. In a world where we were getting into panic with a sneeze, it was a huge stress to go out and reach health services.

The way companies and organizations serve their employees has also adopted itself to hybrid or remote work methods. Eczacibasi created a platform to make doctor consultancy easy for their employees who're working from home.

Immediate Solution

When Eczacibasi came to 11Sight with the idea of “Online Health” platform, the company's doctors were getting frequent phone calls from concerned employees. The aim was to enable fast and high quality health service for Eczacibasi employees as soon as possible. For their health, the company could not let their employees go out as frequent as before; but could also not keep them restricted from reaching the company's doctors.

11Sight and Eczacibasi worked together and made the project plan in 1 meeting. By the afternoon of the same day, employees were scheduling appointments with company doctors on video using the brand-new [service](#).



Topped with 4 Awards

In 12th IDC Turkey CIO Summit, companies which change the rules of the world towards digital transformation were awarded. Eczacıbaşı Online Health Line project, which provides

video call service by using **11Sight**'s infrastructure, won [first place](#) in the Future of Work-Employee Experience category. 11Sight team also stated that they are proud of taking steps to help people who are hesitant to go to the health institutions because of the pandemic, in the project they carried out with Eczacıbaşı.

What Brought Us Here

There are 2 things that matter in this success story:

- 1. Understanding the need and putting it over everything**

When we're making an integration, we don't just give the account information to our customers. We work together to make it efficient and make sure it's an effective solution.

- 2. Coordination and synergy**

After understanding the need, we distribute the tasks: creating the accounts, designing landing pages and onboarding. Assigning tasks only is not sufficient. When the company collaborates with 11Sight's dedicated team, the integration goes lightning-fast.

About 11Sight

11Sight, a SaaS solution designed for businesses, produces solutions in many sectors such as real estate, automotive, retail, healthcare and fintech. With **11Sight**, your customers can video call you whenever and wherever they want with a one-click towards the button you integrated to your website. By providing companies with the opportunity to increase their sales with video calls, **11Sight** has brought a new perspective to corporate communication in the regions where it has been operating for 5 years.

11Sight provides ease of management with its hierarchical organizational structure, performance analysis and reporting feature. It also has facilitating features such as on screen pointing, screen and file sharing. **11Sight**, which collects all customer data and performance metrics of company employees on a single platform, supports businesses throughout their sales processes. **11Sight** offers special packages for all company types via products such as vCall Team, vCall Pro, vMeet and vBrand.



Proven Success

11Sight creates new business opportunities for companies by providing instant video connection. It continues to improve and develop the product day by day. Video calling

platforms have become a big part of our lives in the process of working remotely and staying at home. 11Sight team is glad to see that they've understood and implemented the needs of their customers correctly. This year 11Sight took first place at the TiEcon 2021 summit. In addition, it was named best startup at the Los Angeles Tribune Quantum Leap Forum. The awards won make the 11Sight's success is proven.

<https://www.eczacibasi.com.tr/tr/basin-odasi/haberler/idc-eczacibasina-dijital-donusumde-3-odul>