

## DEMANT

**Demant** is a world-leading hearing healthcare and technology group built on a heritage of care, health and innovation since 1904. The company offers innovative technologies, solutions and know-how to help improve people's health and hearing in every aspect, from hearing care, hearing aids and hearing implants to diagnostic equipment and services and audio solutions. Headquartered in Denmark, Demant has a global team of 16,500 employees, and offers life-changing hearing healthcare solutions in 130 countries.

Fully remote hearing consultation solution

Built a solution that can be iterated and innovated in the years to come



# Demant

## Hearing Healthcare Provider Demant Listened to Customers' Demands for Remote Care Solutions

"At Demant, we're committed to helping people with hearing loss connect and communicate with the world around them," explained Christian Pedersen, CIO, Demant. "Our Hearing Healthcare Professionals work with patients around the world to control and adjust their hearing devices - a service that traditionally was only available face-to-face. When the pandemic hit, we needed to shift overnight to a remote model and Vonage empowered us to do that."

Powered by the **Vonage Communications Platform**, Demant now offers remote hearing consultations through a mobile application using the Vonage Video and SMS APIs, providing care safely and securely - no matter where the customer is located.

*"Thanks to Vonage and the remote consultation solution, we were fully prepared to transition to remote delivery of our services when the need arose. If we had not built this solution, we would not have been able to run our business, or support our customers. Put simply, if not for Vonage, we wouldn't have been able to fine tune hearing aids for our users remotely and their quality of life would have gone down drastically during the pandemic."*

- Christian Pedersen  
CIO | Demant

## Listening to Customer Needs

Though COVID-19 accelerated the need for a remote solution across the board, the demand was already there. As a hearing healthcare technology provider, a number of Demant's end users are elderly and many have mobility issues. For many, the traditional experience of multiple trips back and forth to get their hearing checked, choose the right device for them, have their device fitted, and return for adjustments is difficult or impossible.

"With the Vonage Video API, we are able to offer individuals who need hearing aids the ability to fine tune and adjust their devices remotely without losing the personalized, human connection," explained Pedersen. "Being able to see and hear one another, no matter where they are located - makes it easier, safer, and less time-consuming for both hearing aid users and healthcare professionals."

The Vonage SMS API enhances the interaction by providing Demant customers with meeting links, reminders, and the ability to rate their experience - right at their fingertips.

### Choosing the Right Solution is Key

Demant also wanted a provider that could help them build a solid foundation for the future of their solution.

"We decided to leverage the Vonage Communications Platform after a thorough review of providers," recalls Søren Overholt Nicolaisen, Manager Global Cloud Solutions, Demant. "Vonage was the only provider that met our wide variety of requirements - global reach, a broad portfolio of APIs, quality, ease of use, reliable video and audio, and the ability to iterate and integrate new tools into our solution in the future. The Vonage team has been incredibly understanding of what we're trying to accomplish, from sales people who fully understood the technical use case needed, to the product and development teams that quickly provided the support and capabilities we asked for."

As a technology innovator, Demant is always looking for ways to go above and beyond to provide for their customers. To improve the lives of hearing aid wearers and the healthcare professionals that support them, Demant only engages with top-end technology providers for their innovations.

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**Vonage**, a global cloud communications leader, helps businesses accelerate digital transformation. Vonage's Communications Platform enables integration of APIs into existing products, workflows and systems. Vonage's fully programmable unified communications and contact center applications are built from the Vonage platform and empower companies to transform how they communicate and operate.