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Aveanna

- Aveanna is a Durable Medical Equipment and therapy business.** They provide home and health services in 27 states across the U.S.
- The company caters to **6,000 support staff members** and, depending on the month, **15-18K caregivers**.
- Aveanna hired Amelia to relieve employees of repetitive and mundane tasks**, enabling staff members to have the proper amount of time to care for their patients.

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Metric Outcomes

- Amelia handles an **average of over 560 conversations every day**.
- Amelia handles **500 password reset requests every day**.
- When conversation volume spikes, she addresses more than **1,600 daily requests**.
- Amelia now resolves **97% of employees' requests through Aveanna's Workday chat**, with minimal need to escalate to a human colleague.

2

Amelia Goes to Work

- To address spikes in employee requests**, Amelia aids Aveanna's support staff by handling employee inquiries, authenticating user IDs and resetting passwords through Workday and two mobile apps.
- Throughout 2021**, Aveanna will also deploy Amelia as the MyUnity Level 1 Support through the company's new tablets, which will run Aveanna's new electronic point-of-care system, NetSmart MyUnity mobile.
- Amelia will help caregivers** authenticate accounts and reset passwords.
- Amelia will also be integrated with MyUnity back-office systems**, enabling Amelia to aid nurse supervisors with scheduling and documentation management.

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Due to the nature of COVID forcing us to be so remote, Amelia turned out to be a huge benefit to us because of the 24x7 nature of availability. The model has allowed us to pivot our customer service plans towards Amelia in 2022 so that we can function in a highly remote environment both now and for future disasters/pandemics/working remote models.”

Michael Muncy,
 Chief Information Officer,
 Aveanna Healthcare