Bold Explorer:
People's Choice Finalists

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ADECHOTECH
Bringing Ultrasound Everywhere

AdEchoTech

AdEchoTech is a specialized medical technology company focused on the development and deployment of robotic tele-ultrasound solutions. By leveraging advanced robotics and telemedicine, AdEchoTech helps improve patient care and expand access to diagnostic imaging, particularly in under-served or remote locations. Their technology supports both routine and emergency medical imaging, bridging gaps in healthcare delivery worldwide.

Partnership with Webex

- AdEchoTech has created MELODY: a telerobotic ultrasound system that bridges the gap between isolated patients and top specialists.

- Enhanced by Webex, it enables expert sonographers to deliver real-time, high-precision ultrasounds from anywhere via ultra-low-latency HD video and secure robotic control—keeping the human connection at the heart of care.

- AdEchoTech leverages Webex's high-definition video, ultra-low latency, and robust audio to create an immersive, precisely controlled diagnostic environment.

- This innovation allows expert sonographers to maneuver a robotic ultrasound probe with real-time accuracy from anywhere in the world, delivering a patient experience nearly identical to in-person exams.

- Medical deserts affect 700M people worldwide (50M in the U.S.). MELODY turns distance into access: faster diagnosis, fewer costly transfers, and expert care where people live.

- Today, it is clinically deployed in prenatal care, heart-failure follow-up, pediatric emergencies, and more.

MELODY Medical robot that changes everything

Shot with real patients and healthcare professionals, this 2-minute film offers a vision of medicine that is fairer, closer, and more humane: watch video.

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![advania](advania logo)

Advania Norway

Advania Norway is a leading IT services provider, helping public and private organizations nationwide optimize their IT environments and drive innovation with tailored technology strategies.

Problem

The outdated cloud-based contact center system misrouted nearly 70% of calls, often requiring manual intervention. It also lacked AI capabilities, ServiceNow integration, Apple device compatibility, and scalability.

Partnership with Webex

- Chose Webex Contact Center for advanced AI routing, modern interface, and future-ready features at a competitive cost.

- Migration completed between August and December 2024, integrating AI-powered routing, ServiceNow, Microsoft Teams, and ServiceNow chatbots with intelligent routing.

- Customizable reporting and flexible device support empowered agents and enhanced performance.

Results

Incorrect call routing dropped from 70% to 0%, eliminating the need for two full-time employees previously handling manual transfers, resulting in significant cost savings.

Customer satisfaction improved with fewer complaints and faster issue resolution due to accurate AI-driven routing and seamless ServiceNow integration.

Agent productivity increased as agents could stay logged in during breaks, collaborate more easily, and access real-time dashboards and customizable reports for better performance tracking.

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Dairy Farmers of America

Dairy Farmers of America (DFA) is a leading farmer-owned milk cooperative, serving 12,500–14,500 members across 48 states. Founded in 1998, DFA provides a market for raw milk and processes it into diverse dairy products for wholesale, manufacturers, and global consumers.

Results

Conducts over 10,000 calls monthly with 99.6% good quality VoIP calls in the past year.

Hosts 17 Webex Events and 4 large Webex Webinars annually.

Achieved a perfect 100 Net Promoter Score for meetings in 2025.

Employees spent over 35,000 hours on Webex devices in the last year, highlighting strong adoption and platform integration.

Problem

DFA struggled with collaboration and communication due to its geographically dispersed, often remote, member base and limited connectivity. Existing tools were unreliable and lacked the features needed to efficiently share information and foster engagement among thousands of members nationwide.

Partnering with Webex and BroadSource

· Leveraged Webex Suite to bridge connectivity gaps, enabling seamless collaboration even in low-internet areas.

· Used Slido for real-time feedback and Vidcast for asynchronous communication.

· Implemented Webex devices to standardize and enhance physical meeting spaces.

· Hosted over 15 annual events via Webex Events to boost connection and engagement.

· Utilized Webex Calling (cloud) to manage over 10,000 monthly calls, maintaining critical communication lines.

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LPL Financial

LPL Financial

LPL Financial, a Fortune 500 company and the leading independent broker/dealer in the U.S., aims to be the nation's top wealth management firm. Founded in 1989 as a Main Street-focused alternative to Wall Street, it serves the unique needs of financial advisors and their clients nationwide.

Results

Successfully migrated over 1,200 users and 154 physical phones to Webex Calling.

Manage 3,700 phone numbers in the cloud, with 2,200+ numbers prepared for future expansion.

Designed and installed more than 20 new conference spaces and deployed nearly 500 video devices nationwide.

Webex Customer Assist supports a dedicated migration team of 15 agents, improving support and analytics.

Problem

LPL Financial's on-premise servers caused datacenter bottlenecks and SDWAN issues, limiting reliable communication and scalability for its growing workforce. Managing dispersed offices and a nationwide advisor network was challenging, and the lack of integrated collaboration tools hindered efficient meetings, call operations, and support services.

Partnering with Webex

· Migrated to Webex Calling, eliminating datacenter bottlenecks and SDWAN issues, enabling resilient cloud-based communications for thousands of users across multiple offices.

· Early adoption of Webex tools like Workspace Designer, Cisco Table Mic Pro, and Cisco Wayfinding empowered design and deployment of state-of-the-art meeting spaces and improved workplace experiences.

· Integrated Webex Customer Assist and Webex Contact Center to deliver robust support and real-time analytics, enhancing collaboration and client service.

· Established 21 call queues and deployed 8 local gateways to simplify call operations and support a hybrid infrastructure.

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Ozarks Technical Community College

Ozarks Technical Community College (OTC), founded in 1990 in Springfield, Missouri, serves 11,036 students from the local area and 13 nearby school districts. OTC offers accessible, high-quality, and affordable education in workforce training, technical, and general education. As of 2023, it maintains a 16:1 student-to-faculty ratio with 771 faculty members.

Problem

OTC's on-premises VMware environment made transitioning to modern calling solutions difficult and limited student engagement, even with other platforms. They needed a simplified, robust technology that was easy to activate, manage, and scale, with minimal ongoing maintenance.

Partnering with Webex

- Adopted Webex Calling to support nearly 900 knowledge workers, eliminating VMware dependency and simplifying the network.

- Deployed a 40-seat Webex Contact Center with AI chatbot capabilities and Salesforce integration to transform student services.

- Enabled remote IT Help Desk operations and enhanced faculty mobility.

- Plans to expand connectivity with new Cisco devices in conference rooms.

Results

Achieved significant cost savings by eliminating VMware license renewals and outdated systems.

Simplified network infrastructure, improving reliability and ease of management.

Transformed student services: College Navigators and Student Success Representatives use Webex Contact Center to provide personalized, holistic support from application through graduation.

Representatives can answer student questions or connect them directly to personal Navigators for academic planning, financial aid, and post-graduation guidance.

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