

Life@ZOTEC



Joan Santiago
*Senior Product
 Manager*

At Zotec, we know our employees are extraordinary and they prove it every day - to each other, to our Clients and to the Community. They've got stories to tell, and we're here to hold the mic for them. Read on to learn more about Joan and the role she played in the fight against COVID-19 in the State of Indiana.

Hi Joan! You were part of the once-in-a-lifetime work with the State of Indiana, delivering technology that aided in the fight against COVID-19. Can you share more about that work?

So, when the pandemic began, our executives reached out to officials at the State of Indiana and asked, how can we be of service? We're a software company, and a service company, so we walk those lines every day. We wanted to get involved on the frontlines because we just knew we could help.

We had a product that we developed, Patient Financial Experience. This was a cloud-based solution that we already had in place for other Clients. We understood what the state was needing at that time, which was the ability to get out of the very manual process they were in and free up their staff to focus on the testing and vaccination effort. We knew our Patient Financial Experience technology could provide that solution for them. And we proved we were right in a matter of days.

As a Patient going in, what does that look like for me? How does the technology work?

Specifically, our technology enables Patients to access and answer COVID-19 testing questions, use their mobile devices to schedule and register for COVID-19 appointments with GPS location assistance, confirm demographic information, and receive text updates.

As a Patient coming in, you can pick your site - for testing or vaccination - based on zip code. And there are hundreds of sites available. You are in control of the experience, from location to date and time of appointment. We request minimal information to book the appointment. The data we collect is utilized to help the state understand risk factors and adverse reactions and is communicated to the staff administering tests and vaccinations.

How did it feel to be a part of this team? Because it truly was a team effort – and we know you guys dedicated your days, nights, weekends, and holidays to the cause.

I've been fortunate to be a part of a lot of the daily discussions with the State and our team. To see the site go live, and see that first patient come through for testing, was overwhelming. There is no way to explain the feeling that you – that we – are making a difference in the world.

Just to be a part of something that you knew was so impactful to your life ... and to the lives of so many others ... I can't describe it. We knew we were doing something that was going to help the State of Indiana utilize data that would get us back to some type of normalcy. We were working for a purpose – reuniting loved ones and letting healthcare providers focus on Patient care - and that is something to be incredibly proud of. We truly felt like we had a play in getting people back to life.





What do you think makes Zotec a Best Place to Work?

This team is fabulous. I've been with the company many years and sometimes people ask me, why do you stay? And it's just the dedication of everyone here at Zotec. When the pandemic hit, we were so quick to send everyone home to work remotely. The health and safety of our team really was of utmost importance. It brought us together and strengthened us in unprecedented ways. We built a tremendous amount of trust and understanding from the executives down.

And I think it's just the dedication you see from everyone here. The passion and persistence. There is not one person that settles or thinks they've done their best so it's ok to relax. We strive and push each other to do better every day and that starts at the top with our Founder, Scott Law, all the way down.

Everyone's job is so important. People, Process and Technology has been a huge thing for our company and it takes all three of those things, working together, to accomplish great things. That is what keeps me going, knowing that I can look at anyone in the company and know that they're just as dedicated as I am, never settling, always pushing and striving for excellence. I've been here for 16 years and I can honestly say I am learning something new every day. I get challenged every day. That's what keeps me here.



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