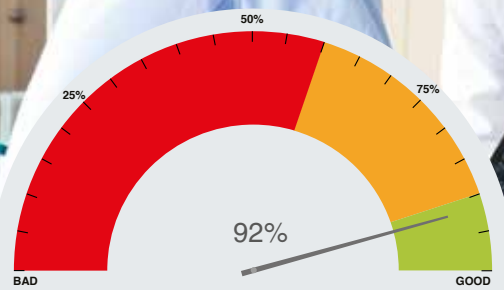


NEED TO ACCURATELY MATCH CLINICAL & NON-CLINICAL CAPACITY AGAINST DEMAND FOR YOUR SERVICES?



Sesui produces statistical information and all the reports of hourly, daily and weekly call patterns and trends you need. We work to a pre-agreed reporting suite and also on an ad-hoc basis helping you plan future resourcing requirements. Operational intelligence on the profile of calls such as operator history, heat maps and regional metrics can be used to understand call volumes and allow you to plan clinical and non-clinical capacity requirements.

Using Sesui's cost saving telephony infrastructure you can accurately match the capacity needed to meet demand and...

- Plan your call handling and clinical assessment capacity accurately on the basis of appropriate and exact information
- Utilise comparative information when you organise each clinical and non-clinical rota
- Deploy resources effectively by monitoring fluctuations in demand and flexing between sites or services
- Provide support when another functionally integrated service provider is in trouble, without putting your own call handling at a disadvantage
- Easily populate telephony KPI reports with all the information available at the touch of a button
- Deliver financial and staffing models and support the redesign and evolution of services
- Save costs by removing under-utilised resources

Sesui can help!

We can help you to use only the resources you need, at the time you need them.

For example...

Having access to hourly call patterns and trends enables clinical and non-clinical shift times to be flexed in order to maximise productivity. These are available in real-time enabling the Shift Manager or Supervisor to identify current and comparative call volumes in order to inform decisions regarding areas such as extending shift lengths or calling in standby capacity etc.

HAVE PEACE OF MIND WITH SESUI

Leave your telephony worries to Sesui, safe in the knowledge that we understand the needs of the Primary, Urgent and Emergency healthcare sector having supported it since 2003.

Why is Sesui different?

N3 Call Recording: All inbound & outbound calls can be made and received on any device (mobile or landline at any location)

N3 Sesui is one of the few providers of call recording that can support access to stored files over N3. All inbound and outbound calls are recorded for compliance and audit purposes, with secure online access. Recordings are easy to identify and retrieve.

Adastra Patient Management integration: No more time consuming matching of call recordings to patient records

A seamless process where all inbound and outbound call recordings are automatically filtered and displayed within the Adastra patient record, with a time and date stamp for easy identification. This delivers a major time and cost saving in finding and matching call recordings to patient records.

Open technology approach: Extend the life of your legacy systems, existing infrastructure & equipment

Beware of standardisation! Not with Sesui - we deliver solutions across any type of infrastructure and all types of phone line (analogue, IP, digital & mobile). There is no need to standardise on technology, connectivity or vendor. This flexibility of approach delivers substantial capital cost savings compared to other telephony providers.

Hi-spec functionality for low scale deployments: Cost-effective for 1 person up to 1,000's

Exploit full-scale contact centre functionality, regardless of the size of the deployment. The smallest set-up can benefit from the exact same functionality as the largest. We help you to establish cost saving practices, such as collaborative working and productivity.

Future-proof and resilient platform: Peace of mind for all your future telephony needs

Sesui operates an open platform utilising 3 Data Centres and multiple line carriers for extra resilience. Easy to integrate, the platform provides extensive and innovative call management functionality to facilitate collaborative working and future technology changes.

Why use Sesui's Cloud?

Service continuity: Anyone can securely access the system from anywhere using a phone, an internet connection and / or web browser

The solutions are location independent, ensuring service continuity in the event of a network outage, a natural disaster or some other unforeseen event.

Immediately scalable: Pay only for the capacity you need, when you need it

Scalability is part and parcel of the solution. Sesui can deploy solutions rapidly and with minimal business disruption. With our 'pay as you go' licence model, you pay only for the capacity you need.

Reduced capital expenditure: Minimal upfront investment, with 'pay as you go' licencing

As a cloud-based solution, with a 'pay as you go' licence model and an open approach to technology, there is no need to invest in equipment or infrastructure. That means that you reduce the upfront capital expenditure and investment in the solution.

Self-service portal: Change messages, review statistics and create reports including NQRs

Utilise second-by-second analysis to monitor and adjust operations, service levels and operator performance. You will be able to run reports individually or schedule them automatically, dramatically reducing the time, money and resource in collating NQR8 reporting information.

The Sesui Touch: A proven partner-based approach for Healthcare



Sesui appreciates the immediacy of support needed by healthcare providers and ensures a rapid response to requests. We ensure you have the line capacity to safeguard service-levels and proactively monitor call traffic and activity. We are proud of our record of identifying issues, informing the customer and rectifying the problem before it escalates and causes a failure - as you know, in the healthcare sector, early prognosis is important.



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