

NEED FUTURE-PROOF TELEPHONY FOR OOH/NHS 111 FUNCTIONAL INTEGRATION?



Sesui provides a telephony environment that is easy to integrate, supports collaborative working within the healthcare community and helps to avoid fragmentation of services.

By using Sesui's cost-saving, scalable and resilient cloud-based telephony infrastructure you can...

- Create a single point of access for patients, with no engaged tone, enabling effortless signposting to the correct service or person
- Benefit from comprehensive contact centre functionality, no matter the number of people using the system, including N3 call recording on all calls across any device
- Easily transfer calls between services to flexibly share resources and save on call-handling and clinical costs
- Ensure no hidden costs when purchasing new equipment or standardising on analogue, digital or IP lines
- Simply add licence capacity immediately and pay only for what you need
- Deliver NQR reporting and operational intelligence at the touch of a button with comprehensive real-time reporting on all call statistics
- Benefit from seamless integration with Adastra for easy access to call recordings

Sesui can help!

We can help healthcare providers to functionally integrate services and collaborate, leading to cost savings and improved patient care.

For example..

A functionally integrated GP OOHs and NHS 111 service may need to operate from 2 or more locations during peak operating hours in order to meet capacity, maximise the productivity of call-handling staff and provide resilience. However, overnight it may be more economical to operate from a single site. Sesui can easily switch calls between sites, either working to a pre-set pattern, or on an ad-hoc basis.

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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