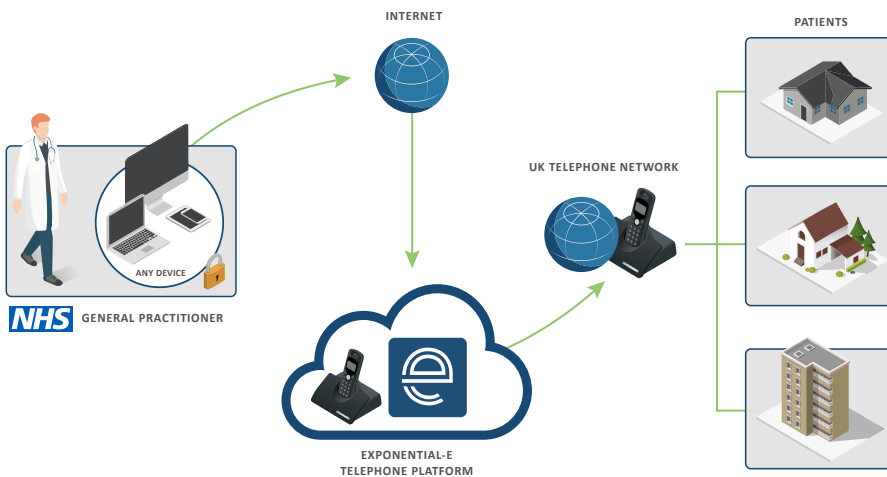


UC-ONE For Health

Keep up with your patient appointments - virtually.



The NHS and Healthcare have been at the centre of Exponential-e's strategy since 2016. We believe that HSCN and the Internet are key enablers to collaborative, collective interworking, and have built a stack of enabling technologies that break down the barriers between GP, MHT and Acute services.

We currently connect 60% of London's NHS organisations, spanning 46 health authorities, 20 CCGs and 1,100+ HSCN fibre circuits. We fundamentally understand the challenges, strategies and desired outcomes of Healthcare providers, and in response, have created a high-speed collaborative interconnect, using open standards and HSCN, aligning with Internet and Cloud-first strategies.

Whether you are looking to better serve your fellow citizens or drive more effective collaboration with your internal workforce, our trusted and proven UC-ONE for Health Unified Communications solution enables you to achieve your goals while supporting your community. A flexible and totally unified service which integrates with EMIS and SystemOne brings together your organisation's communication systems, offering both cost savings and increased productivity.

Case Study - One Health Lewisham

GP's swap stethoscopes for telephony headsets to communicate with patients remotely, using Exponential-e's UCaaS solution

One Health Lewisham had to quickly react to the challenge posed by COVID-19, enabling all staff and clinicians at their 35 GP practices to work remotely. Additionally, it was important to maintain an effective Electronic Patient Records (EPR) Healthcare workflow, even with large numbers of staff working remotely. To this end, they enlisted the help of Exponential-e to enable their clinicians to keep serving patients remotely, via telephony and video.

Exponential-e quickly rose to the challenge and delivered our hosted UC-ONE for Health telephony and Unified Communications solution in just 48 hours. The system included workflow protocols to ensure smooth and efficient call handling and reporting functionality was delivered, while our private network ensured patient data was handled with the usual high standards of security. To ensure staff could begin using these systems with zero delay, relevant training was provided through interactive online webinars.



Why choose UC-ONE for Health from Exponential-e

Our vision is simple: to connect, to protect and to transform Healthcare. To achieve this, we have created a toolbox of communication solutions that equip the Healthcare workforce with key enablers for collaborative and collective working.

Our approach is to join up Healthcare without boundaries. Built on the market-leading BroadWorks UCaaS platform, we have utilised the UC-ONE rich Open Architecture and Application Programming Interface (API) to deliver a health-focused collaborative communications platform. The technologies utilised include foundational infrastructure, which harnesses high speed, low latency and resilient connectivity to support users. Designed to scale the solution creates a mission-critical environment which allows service provision to be delivered from anywhere and

provides integration with EPR systems that increases productivity and improves the patient experience.

Our UC-ONE for Health platform allows medical front-line services and General Practices to be more efficient, by allowing staff to view patient EPRs on-screen as they call into the practice. The platform also streamlines workflows, communications and reporting by enabling singular data entry, as well as managing contacts. The platform has been deployed across the South East London STP, serving circa 5,000 GP and frontline staff across six boroughs and 206 GP sites in response to the COVID-19 pandemic. In addition to South East London, our solution is utilised by Circle Health, The Doctors Lab and Open Health amongst others.

Standard Features

- Call waiting
- Call reporting
- Call forward
- Call return / transfer
- 3-way calling, Hunt group
- Do-not-disturb
- Anonymous call rejection
- Speed dial
- Call park/Pick up
- Group paging
- Hot-desking
- Voicemail
- n-Way Calling
- Selective call control
- Find-me / Follow-me, PA / Executive monitoring
- Mobile clients and collaboration

Add-ons

- **Receptionist Console:** Effective management of inbound calls
- **Auto Attendant:** Automated receptionist for incoming calls
- **Call Analytics:** Historical and real-time reporting
- **Call Recording:** Managed solution, based on our Secure Cloud Storage
- **Go Integrator:** Provides integration with a range of CRM services
- **Contact Assist:** Integration with electronic patient record (EPR) systems

Benefits from

- Increased collaboration, with a feature-rich solution and intuitive interface
- Peace of mind, with the service hosted at our highly secure, geographically resilient data centre
- Futureproof your business, with upgrades and enhancements carried out within our network
- Quickly scale up or down, in line with your business needs

About Exponential-e

Exponential-e is a Cloud, Connectivity and Communications pioneer with a difference. From launching the world's first virtual private LAN in 2006 on our privately-owned 100GigE secure and super-fast Network to our recent launch of the world's first Software Defined Digital Platform (SD-DP).

Exponential-e is HSCN Stage 3 compliant, an approved supplier on many Government frameworks (including G-Cloud) and works extensively with the BSI to maintain our eight ISOs, helping us provide you with complete peace of mind when working with patient data. Our simple, centralised setup and configuration process, with no

additional hardware required, means the UC-ONE solution can be deployed with no delay. And once it is launched, as a UK-based company with a 24 / 7 support desk and Cyber Security Operations Centre (CSOC), you can rest assured that our team will be on hand to provide additional support whenever it is needed.

Whether it's for a single service or transformative solution, we deliver Peace of Mind as-a-Service to over 3,000 customers; that's why we have a 96% reference-ability and an industry leading Net Promoter Score. Find out more: exponential-e.com/uc-one



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Visit the website
www.exponential-e.com

