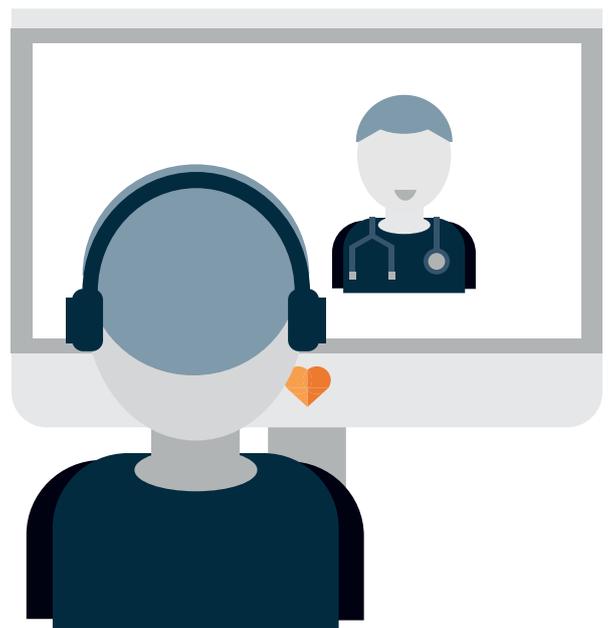


Sesui - Cloud Contact Centre Healthcare Solutions



Sesui Practice Connect - CCaaS in Healthcare

Remote working is becoming a requirement as the NHS faces increasing demand for clinical services, with stretched resources.

Sesui Practice Connect delivers cloud services for...

- Robust and scalable in-bound call management
- The integration of mutli-site, incompatible, telephony system to work as one
- A fully managed service, all over a secure N3/HSCN connection with call recording and 24/7/365 support

Phone consultations are part of what you do. Sesui Practice Connect puts your phone system in the cloud rather than on your desk, giving you the freedom to not only work where you want to, but where your patients need you.

Communicating through the cloud lets you tap into a range of smart call management features so you can make and take calls, route calls, queue and message calls, while securely logging and recording all calls. Using our softphone calls can be made and received over our secure N3/HSCN accredited network. Call can also be made through any device, whether it's your office phones, mobiles, tablets, laptops or even home phones across multiple locations, with all call recordings accessed securely through N3/HSCN. It's smart, resilient and works anywhere, anytime. **It means you can...**

Be Confident...

Securely taking patient calls on any phone, at any time, from any location. You can trust that every call, in and out, is recorded with recordings accessible via N3 / HSCN for compliance and charged to your central call plan.

Collaborate...

As part of your PCN or in providing out of hospital care, we can offer a virtual contact centre. It will keep everyone connected so you can focus your work around the patient needs rather than location.

Take Control...

In the event of a planned or unplanned practice closure flex your location and hours by taking calls from home or any other suitable location. Overflow calls across sites so you can match demand with available resource.

Be Free...

Help manage the peak hour morning rush of calls by letting staff work flexibly. Overflow calls across sites inside your PCN to cover the shift periods required.

Deliver even better care...

Keep your patients closer, providing greater continuity and personalisation of care. With less time commuting or in face-to-face consultations, your patients could also benefit from reduced waiting times, and extended clinical reviews.



Sesui Cloud Contact Centre - Healthcare

Every day the NHS faces increasing demand for clinical services, with fewer resources to deliver it. We can help...

Join-up with other GPs, health providers and practices in a much more effective way.

Sesui Practice Connect helps link multiple sites as part of a virtual contact centre, also accessible from our Sesui App on your mobile phone.

Login to make any phone your practice phone.

Using either the Sesui Mobile App or Web Portal login with unique credentials to join your organisations' operator team. Sesui Practice Connect is often used to set up a Hub Reception team that is dedicated to handling patient calls, leaving front line staff to manage the patients in the surgery. Hub Reception teams can be located at any site or distributed and form a virtual team.

Secure and trusted.

Our call recordings are streamed, which means you never hold the record - it's securely stored over N3 / HSCN for compliance and audit purposes. These calls are automatically filtered and displayed with a time and date stamp for easy identification.

Easily manage reporting.

Match your staff to patient demand at peak times using all of the real time statistics from our reports that you can access whenever you like. With our help, you can report much more effectively collating everything you need for National Quality Requirements (NQRs), including QR8 reports on call management. We design our reports so that they're the right fit for you, capturing hourly, daily and weekly call patterns and trends.

Plus they can help you understand call volumes, operator performance and regional metrics so you can plan accordingly and stay on top of performance

and productivity. You can access reports individually or schedule them, cutting down on time and money spent collating.

Be more nimble, matching capacity to demand. Our reports can help you develop staffing models that better reflect demand. And we can flex the system to help you include an outside agency, while retaining your clinical governance. It means you can attract the best talent and boost your resourcing when you need to, without causing more work for you.

Use what you've got. Our licenced-based cloud software means that you don't have to pay large costs for hardware that's going to be obsolete in a matter of years. Our flexible monthly subscription approach means we overlay our software on your existing hardware. For you, that means less capital outlay and the benefit from our economies of scale, without the operational expense of running your own network and infrastructure.

Depend on us. We've been doing this for over 15 years, supporting ambulance services, urgent care and out-of hours providers as well as GP federations. We provide 24-7-support, a resilient system and disaster recovery. But importantly, we make sure the calls get answered... fast.



About Sesui

Sesui's the bright British innovator of award winning cloud communications software - connecting people to organisations when it's critical they get through.

For 15 years we've specialised in untangling communication systems and putting them into the cloud for organisations that provide a vital service in healthcare, travel, manufacturing and the voluntary sector. Our cloud software – Sesui Call Manager – floats above an organisation's technology so they don't need to replace what they've already got. All the reliability of the cloud, with the nimbleness, elasticity and sustainability of Sesui.

Sesui
cloud communications



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