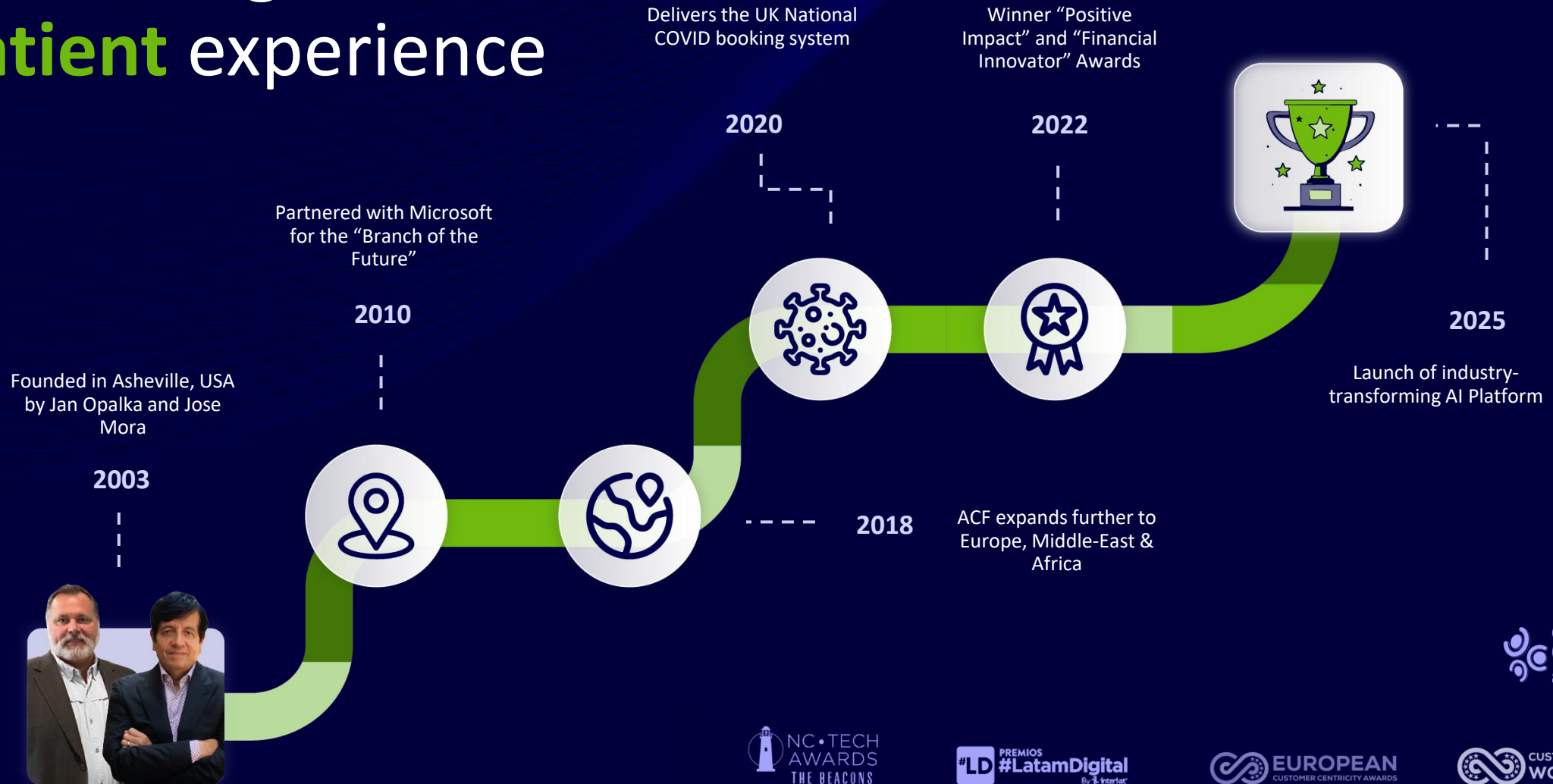




Healthcare Solutions

G-Cloud 15

Optimising the **patient** experience





7
offices



30+
countries



150+
employees



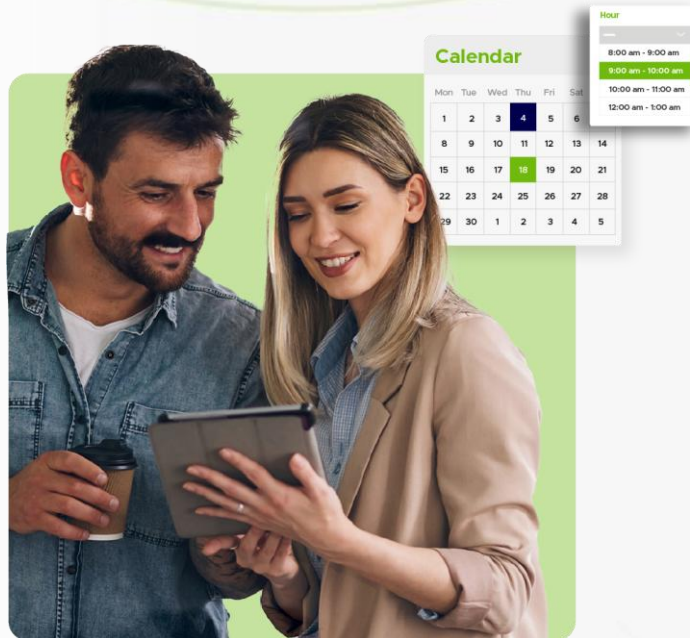
500+
customers



Our services

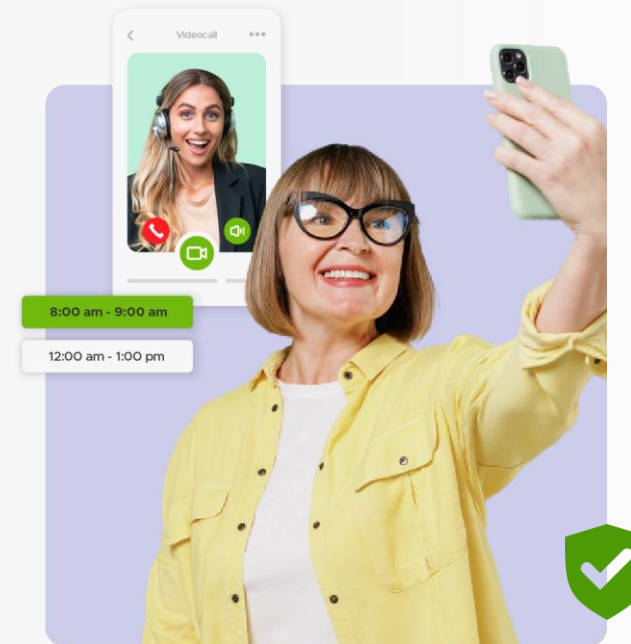


Empowering omnichannel patient journeys



Appointment & Room Booking

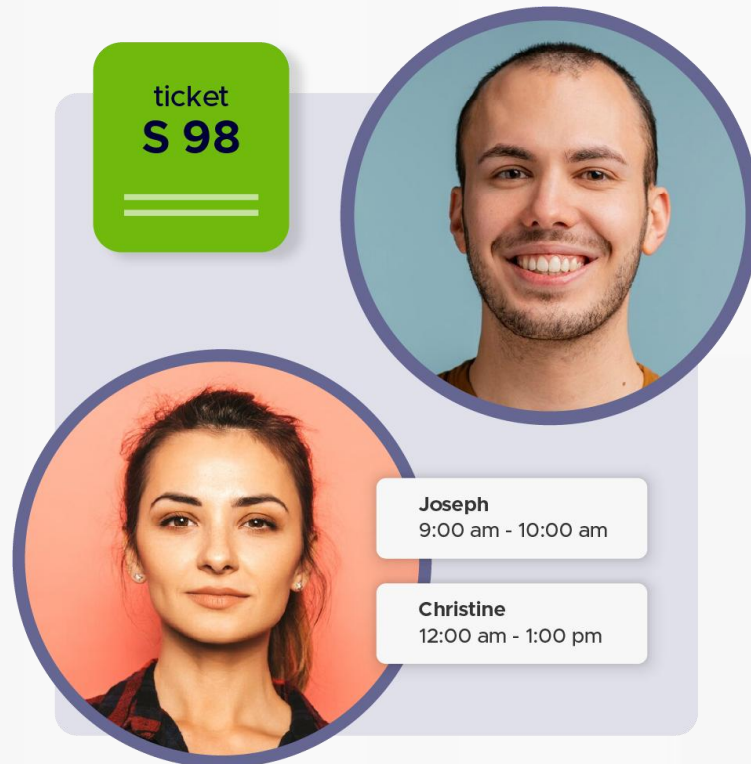
- Omni-channel booking, amending, cancelling & serving
- Automated, personalised & contextual notifications
- Intelligent calendar management for people & resources
- Fully branded and tailored to your services
- Room Booking solution fully integrated
- Accessible: WCAG, EN 301 549 and section 508 compliant



Virtual patient service (Telemedicine)

- Virtual patient to staff video calling
- WebRTC (browser-based), Teams or Zoom
- Chat, share-screen, rotate camera, share links
- Recording and storage of calls
- Secure protocols used

Increasing efficiency in **busy environments**



Queue management

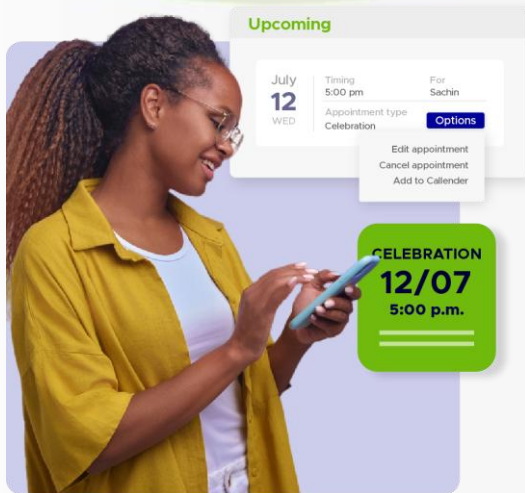
- Join a queue or check-in for appointment
- Kiosk or staff interfaces both offered
- Intelligent routing to best 'skills and needs' matching
- Digital signage and audio announcements
- Integrations for identification or payment processes
- Hardware options: Kiosks, printers, scanners, screens

Virtual queue management

- Join queue virtually via webpage or SMS
- 'Personal Info Page' shows position and wait time
- Ability for customer to delay service or abandon queue
- Utilize QR codes to create a simple journey
- Advertise to customers whilst they wait



Increasing footfall and driving community

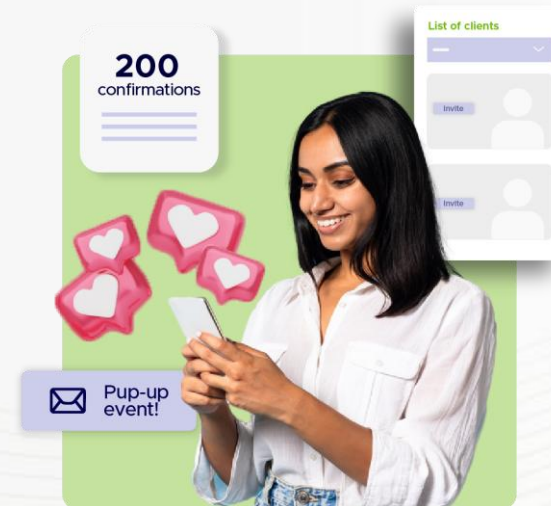


Event booking

- Create and promote in-branch or virtual events
- Automatic communications via email, SMS or push notifications
- Real-time reporting of event success
- Fully branded interfaces for a consistent brand experience
- Ability to create a community around branches

Campaign engine

- Create lists of clients and invite for appointments or events
- Empower managers to send personal invitations
- Execute personalized email marketing campaigns
- Increase footfall to physical and digital channels



Automation and insightful data



Workflow and integrations

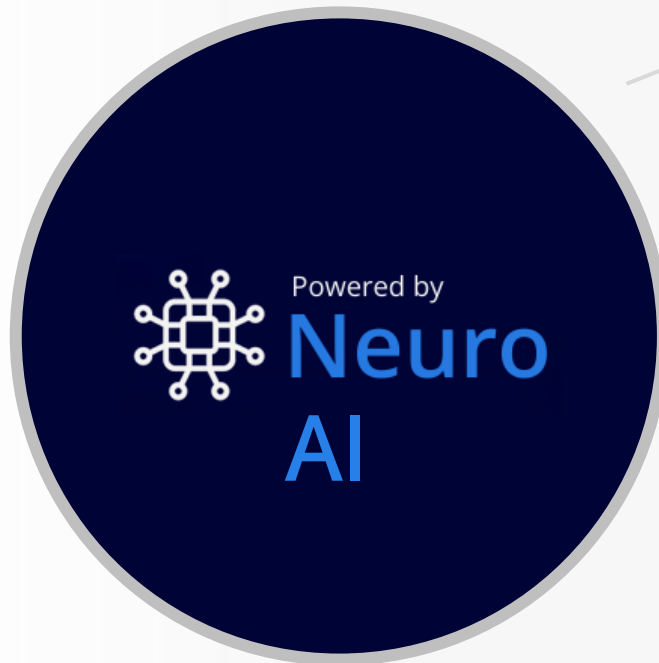
- Create workflows alongside interactions
- Pass data to and from 3rd party applications
- Digitize steps using webforms for data collection
- API, webhooks and scripting layers



Data and insights

- 85+ reports ready to use
- Report builder enables custom dashboards
- Historic, present and predictive data
- Connect data to central data warehouse or BI tool
- AI-powered analysis engine

Let's talk Artificial Intelligence



1

Neuro Insights

- Natural language querying your Q-Flow data
- AI-powered interpretation and explanations
- E.g. "Show me our highest no-show branches"

2

Neuro Sentinel

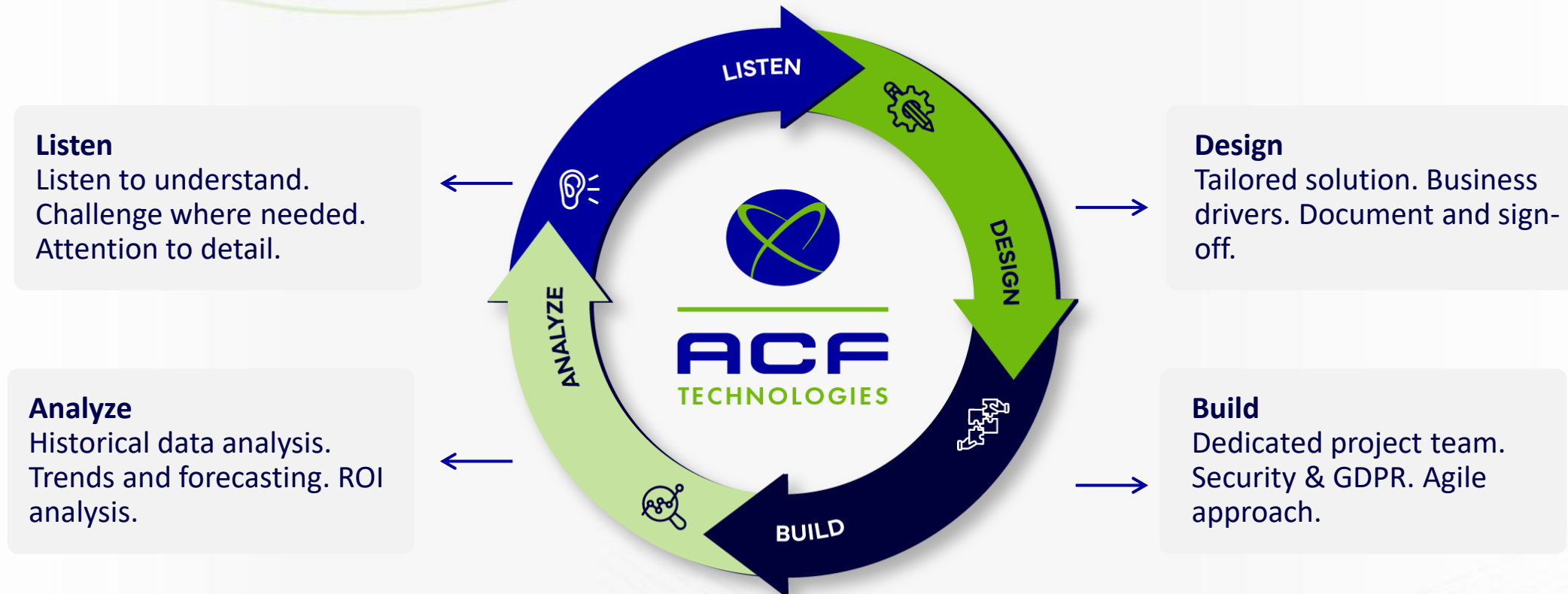
- Real-time anomaly detection data
- No-show / queue abandonment predicting
- E.g. "This branch's no-show rate is growing"

3

Neuro Pulse

- AI-powered recommendations to managers
- Intelligent execution of workflows
- Scenario modelling and forecasting results
- E.g. "What if I open a new queue?"

Our approach



The value you receive

Enhanced patient experience

Increased satisfaction & feedback



Improved brand consistency



Reduced service failures & no-shows

AT&T

40% reduction in no-shows

Streamline processes

Streamlined processes & resources



Automation of communications



Increased utilisation of resources

Boots

18% less cancellations

Data, insights and decisions

Quantified service statistics



Identify opportunities & training needs



Forecast demand and identify trends

NHS England

150m appointments delivered

Our success stories



The NHS logo is displayed in white text on a blue rectangular background. This logo is centered within a larger, rounded rectangular frame that features a blurred image of a healthcare professional in a blue uniform attending to a patient. The frame is accented with light green rounded rectangles on its left and right sides.

NHS England Case Study

Challenge

- National appointment system (COVID & flu)
- At-scale performance and complexity
- System readiness required in **4 weeks**

Solution

- Appointment system for **2,500+** locations
- Online booking page & API
- Fully managed infrastructure, 0 downtime

Results

- Deployed in 4 weeks, with integrations
- **150m** appointments, **45m** patients
- Booked 1m appointments in 1 day



Boots

Case Study

Challenge

- High volume of no-shows to appointments
- Insufficient real-time reporting
- Decreasing store footfall

Solution

- Omnichannel appointment booking solution
- API used for full integration with IT applications
- Campaign Engine for executing mass promotions

Results

- Optimised appointment model for 2,000+ stores
- Reduction of no-shows by 18%
- Ongoing technology partnership for 7+ years

Santander Case Study

Challenge

- Create consistent brand experience across all channels
- Inefficient diary utilization for 10,000 staff calendars
- Need to Virtual Queuing across Work Café locations

Solution

- Omnichannel online appointment booking solution
- Automated calendar optimization promoting efficiency
- Web-based virtual queuing solution

Results

- Optimized in-branch appointments for 500+ locations
- Significant increase of staff calendar efficiency
- Successful technology partnership for 6+ years



Select Case Study

Challenge

- Appointment system for premium Tech Support service
- Consistent brand experience for in-store, video & phone
- In-store events to increase traffic and revenue

Solution

- Omnichannel appointment booking system
- Video calling system, with recording, storage and chat
- Event booking solution for in-store and online events

Results

- Increased revenue with paid-for events & Tech Support
- Elevated brand experience for customers
- Enabled a de-centralized support team using virtual service





www.acftechnologies.com

