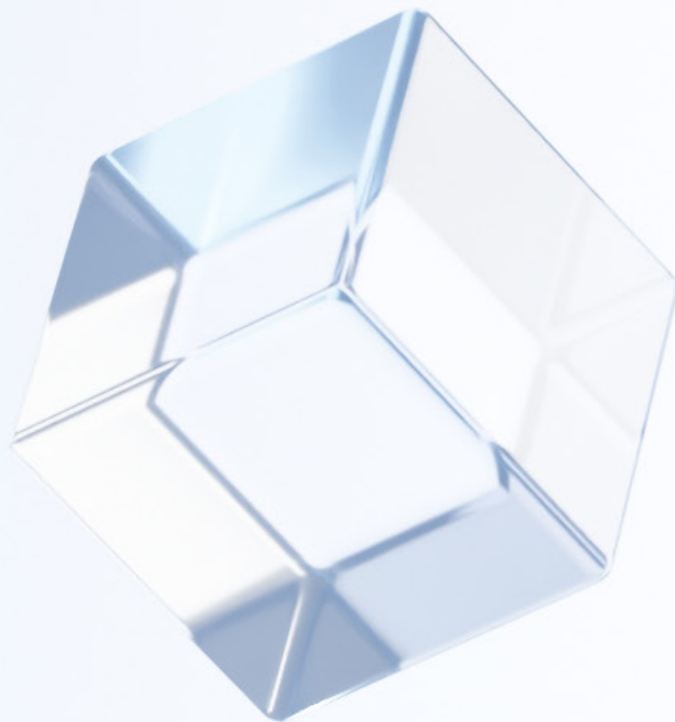


# AireBook

API-driven booking engine  
that enables organisations to  
manage appointments.

Service definition



## Introduction

AireBook is a flexible, API-driven booking engine that enables organisations to manage appointment scheduling efficiently across multiple locations, services, and time slots. Designed to integrate seamlessly with existing operational or clinical systems, AireBook coordinates availability, optimises demand, and ensures consistent appointment management across diverse service types.

## Overview

Built as a backend component, AireBook is designed for integration with existing systems rather than direct end-user interaction. Public APIs allow bookings, availability queries, and retrieval of appointment information, while design-time APIs enable administrators to define future slot schedules.

Its generic data model supports common properties such as date, time, location, and booking reference, and can be extended with custom key-value fields for specific service needs. This approach has enabled use cases ranging from vaccination bookings to household waste recycling centre appointments.

AireBook works seamlessly alongside other AireBlocks modules, including AireFlow for workflow automation, AireForms for structured data capture, and AireFrame for record management and dashboards, enabling fully connected, end-to-end digital services.

## Key Features

- Flexible scheduling across multiple sites and appointment types.
- Intelligent distribution of appointments to balance demand and capacity.
- Responsive booking reference generation and tracking.
- Extensive reporting for operational planning and service insight.
- Secure, API-driven integration with existing systems and workflows.

## Benefits

- Streamline appointment management and reduce administrative overhead.
- Optimise capacity utilisation and balance peak demand periods.
- Enable consistent tracking of appointments with unique booking references.
- Embed seamlessly into existing systems, providing flexible deployment options.
- Create custom schedules to meet organisational and service-specific requirements.

## Security

AireBook secures API access using shared keys managed by integrating systems. Keys are never exposed to end users, ensuring secure communication between systems.

## User Interface

AireBook does not include a native user interface; integrating systems implement the appointment selection, schedule listing, and slot management interfaces. Flexible APIs allow integration with external calendars or custom booking portals.

## Proven Impact

Birmingham City Council uses AireBook to manage 1.8 million booking requests per year for household waste recycling, delivering:

- Faster, more efficient scheduling
- Reduced wait times and balanced demand across multiple sites
- Greater visibility and reporting for service planners
- Enhanced citizen experience through responsive, reliable booking

AireBook provides organisations with a flexible, secure, and scalable booking platform, fully compatible with other AireBlocks components, enabling end-to-end digital service delivery at scale.

## Implementation

### Managing change and requirements

Our first priority is to gather a comprehensive understanding of your organisation's requirements. Our team will be fully accessible and in regular contact with stakeholders across the organisation to meet the developing health and care needs and AireBook requirements.

Depending on the scale of the implementation we can support/complement internal resources with our own business analysts, project managers and software engineers.

We can mobilise a skilled delivery team quickly when a contract has been awarded, experienced in implementation and change management. We'll work collaboratively with you to validate and confirm deployment requirements. This ensures that our team can work with teams as soon as possible to draw on their practical experiences, raise awareness of AireBook functionality and identify minimum delivery requirements that can be iterated on.

At the start of the project, we'll work with key stakeholders from the organisation to discuss the flexible deployment options and ensure we have captured the requirements.

## Training

Our training can cover a number of elements of the deployment of AireBook from the business process considerations for the deployment through, design requirements, through to maintenance and operation of the solution.

The aim of the training is to ensure that where a customer requires training in any of these items they understand how the solution can be utilised to meet their workflow and pathway requirements.

End user training is rarely needed as the resulting solutions are easy to use and very intuitive by nature. However we can support any training that is required.

## Hosting and technical requirements

AireBook is delivered as a fully hosted solution through our trusted partner, AWS, providing the highest levels of security and compliance. The platform is browser-based and accessible via any modern browser, including Chrome, Edge, Safari, and Firefox, without the need for additional extensions.

It is also possible to host the solution on-premise, which is often required in order to allow access to local network services such as PAS, AD, and local database servers. This also means information governance requirements for data flow to remain internal can be fully accommodated.

In line with our open platform policy, AireBook includes open APIs, allowing integration with a wide range of other systems and solutions. This flexibility ensures that clients can connect AireBook with existing technology and adapt it to meet evolving local requirements.

## Technical Support

Aire Innovate provides comprehensive technical support for AireBook following implementation. Our support team is available between 8:30am and 5:30pm, reachable by telephone or email. All support requests are logged and tracked through our JIRA-driven support desk, ensuring timely updates and resolution in line with agreed service level agreements.

Our approach is underpinned by a continuous improvement ethos, with AireBook regularly updated to meet evolving requirements and to reflect new needs identified by clients. In addition to technical support, we offer dedicated account management to review system performance, discuss new features, and explore opportunities to extend the use of the platform, ensuring clients can make the most of AireBook over time.

## About us

Aire Innovate was founded to transform digital innovation in health and care. Drawing on the expertise of our sister company, **Aire Logic**, which has delivered over 1,000 IT projects across national programmes, regional initiatives, ad hoc innovations, and pro bono work, we bring deep knowledge of healthcare systems and digital transformation.

Our low-code platform, **AireBlocks**, allows teams to build, connect, and adapt solutions precisely to their needs. Unlike off-the-shelf software, it supports rapid innovation, flexible scaling across regions, and local configuration, enabling organisations to respond quickly to changing clinical, operational, and regulatory requirements.

## Mission & Vision

We empower health and care teams to take control of digital transformation, turning plans into reality, accelerating innovation, and improving outcomes for patients and staff.

## Values & Expertise

We focus on meaningful impact, supporting our people, and delivering trusted, reliable solutions. AireBlocks combines secure system integration, tailored workflows, and robust governance to deliver high-quality, scalable healthcare solutions efficiently.