

About the service

Connect with your users using video from any device with SQOD/MEDIO: Consult, a fully customisable platform allowing you to schedule appointments easily

The platform is a fully bespoke video consultation and virtual waiting area platform, designed to integrate seamlessly with your existing website and applications. It offers a comprehensive range of features that enable you to manage virtual appointment workflows in a way that aligns with your organisation's processes.

Scheduled calls, drop-in clinics and waiting areas; the platform puts you in full control of your video consultations.



Fully customisable

Change your brand, colour palette, content & configure functionality to deliver the best possible experience to your user



Ease of use

Users receive a link to join their appointment and can instantly join with ease



Secure and reliable

The platform boasts the highest levels of security and GDPR compliance: ISO9001, ISO27001, ISO20000 and Cyber Essentials Plus

The platform provides dedicated platforms for NHS and Government organisations, designed in accordance with NHS and GOV.UK brand guidelines and WCAG accessibility standards, delivering additional reassurance and a seamless, consistent user experience.

- ✓ Supports the reduction in Did Not Attend rates
- ✓ Simple to roll-out and scale
- ✓ Meets WCAG accessibility standards
- ✓ Safe, secure and compliant

Onboarding and offboarding support

The platform offers a full onboarding service, including the setup of initial administrator licences to allow customers to manage and onboard their own users. Tailored training is provided either virtually or in person.

After initial training, licence holders gain access to the support desk via phone and email, available Monday to Friday from 7am to 7pm, excluding UK bank holidays. Further training can be arranged as needed.

ServiceLevels

The platform is available to access 24 / 7 / 365 at an uptime of 99.999%. We have a range of support service from in-hours Monday - Friday to 24 / 7 / 365, depending on specific requirements. Our IL3 accredited network operations centre is available for inbound support via email, telephone and video.

The response time in which our service team will respond to your query by email or phone in relation to the Outage level is outlined below. A Service Level Failure occurs when the elapsed time exceeds the Service Level Target.

L1 = 30 minutes

L2 = 1 Hour

L3 = 2 Hour

Outage Level		Outage description
L1	Critical	Full Platform Inoperable
L2	Major	Majority of video platform features available, minority experiencing issues.
L3	Minor	Sporadic video platform services inoperable, isolated to a single user.

The Support desk will be available for inbound support via telephone and email. The Support desk will provide a three-layer support system with response times defined by the SLA. The tiered structure will provide support as follows:

Tier 1 will provide support on general issues, high level fault resolution and administration around usage of the service. Any issues that are unable to be resolved at this stage will be escalated to tier 2.

Tier 2 will provide support on technical issues around usage of the service and supporting end-user IT functions. Any issues that are unable to be resolved at this stage will be escalated to tier 3.

Tier 3 will use the technical staff and the support of the software development team.

Technical Requirements

Supported Browsers & Devices

As a browser-based video call platform, we're able to support any operating system that's capable of running one of our supported browsers.

Whether it's macOS, Linux, or Windows, as long as you can run an up-to-date and supported browser, you will be fine.

Desktop Browsers

The below browsers have full support for WebRTC. For the best experience, we recommend Chrome or Chromium-based browsers such as Edge, Vivaldi, Opera, Brave or Arc.

With consistently updating browsers and web API's, we're committed to supporting the two latest versions of each of the support browsers listed below.

Older versions of the below browsers will generally work as they support the basics of **WebRTC**. However, users may have a degraded experience due to newer browser level APIs and bug fixes.

If your users are experiencing problems, instruct them to update their browser as a first step. We recommend testing on older devices when possible, if you expect your user base to use predominately out of date software.

Browser	Supported	Notes
Chrome	✓	
Firefox	✓	The PiP feature does not work in Firefox. Firefox has their own native PiP with slightly less functionality.
Edge	✓	Edge Legacy is unsupported
Safari	✓	Safari is a supported browser. However, Apple is slower to release updates and added WebRTC support later than other vendors. If Safari users are reporting problems, instruct them to try another browser.
Other Chromium browsers: Opera, Brave, Arc, Vivaldi	✓	In some cases Brave's stricter security settings can cause connection issues. Cross-site cookies must be enabled in Brave's "Shield" feature
Internet Explorer	✗	Unsupported

Mobile Browsers

Screen sharing is currently unavailable on Mobile devices due to browser API limitations

iOS

Browser	Supported Version Notes	
Safari	✓	13.1+
Chrome	✓	
Firefox	✓	
Edge	✓	

Android

Browser	Supported Notes	
Chrome	✓	
Firefox	✓	
Edge	✓	
Samsung Internet	✓	Has a slower release cycle than other major browser vendors. If issues are experienced, try using Chrome to see if things improve