

Healthcare Communications

UK e-Health Week



Introduction to Healthcare Communications

12.5_m

communications processed
per month

100+ UK

Trust & Health Boards are clients

Internally developed
Envoy platform capable
of delivering 250m
communications per
annum

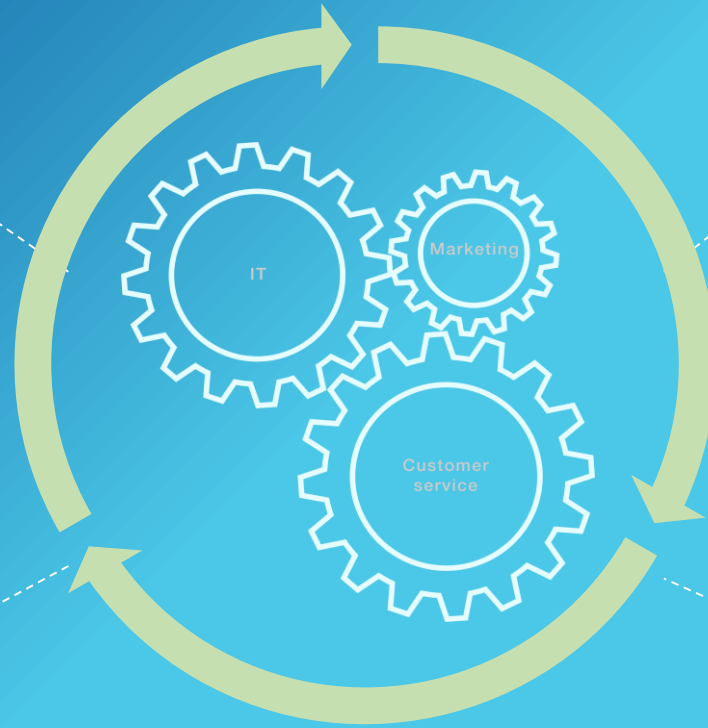
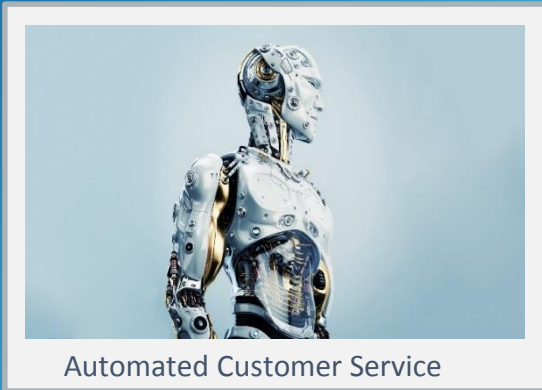
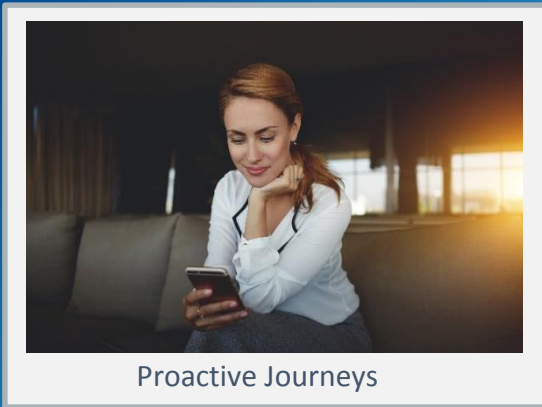
27bn messages

42bn transactions 15bn voice
flows, **80 countries**

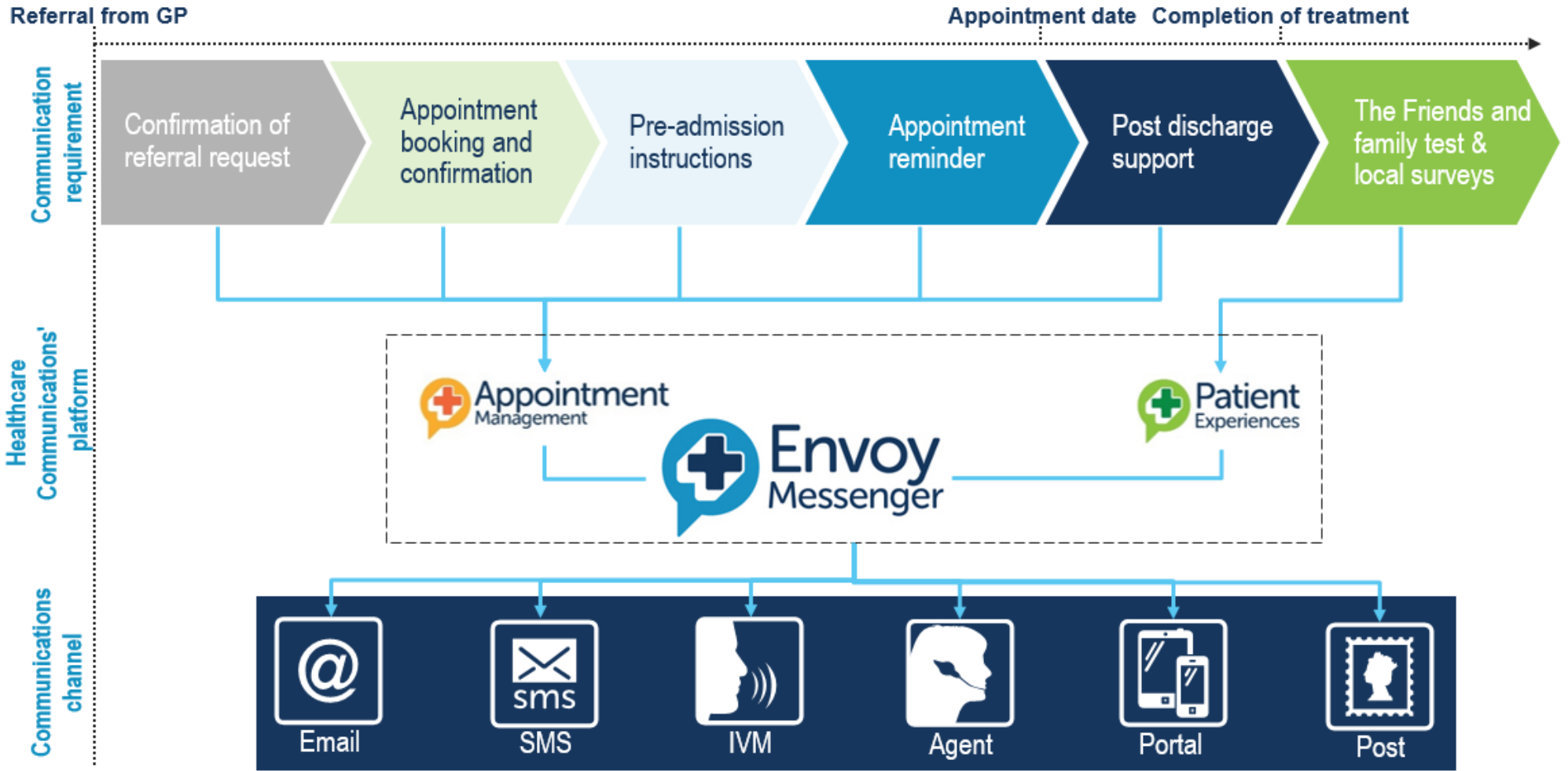


Key components to an effective patient communications strategy

Creating intelligent communications to deliver & manage inclusive patient interactions

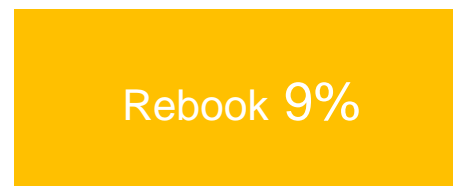
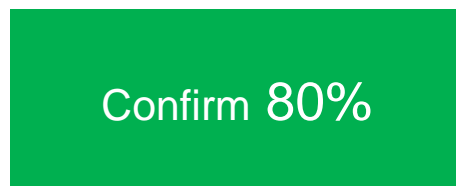
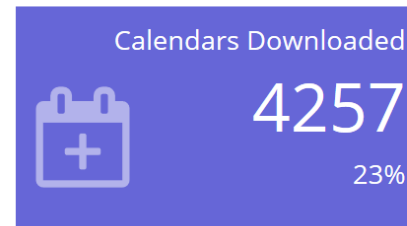
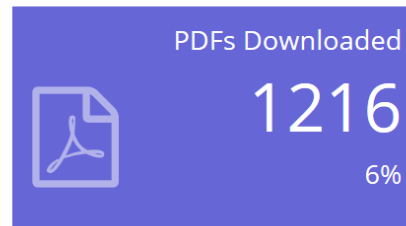
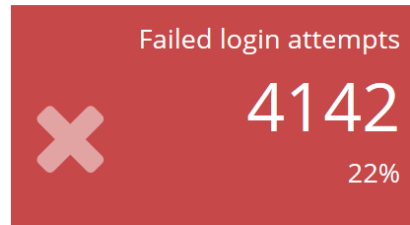


Patient Centric Multi-Channel

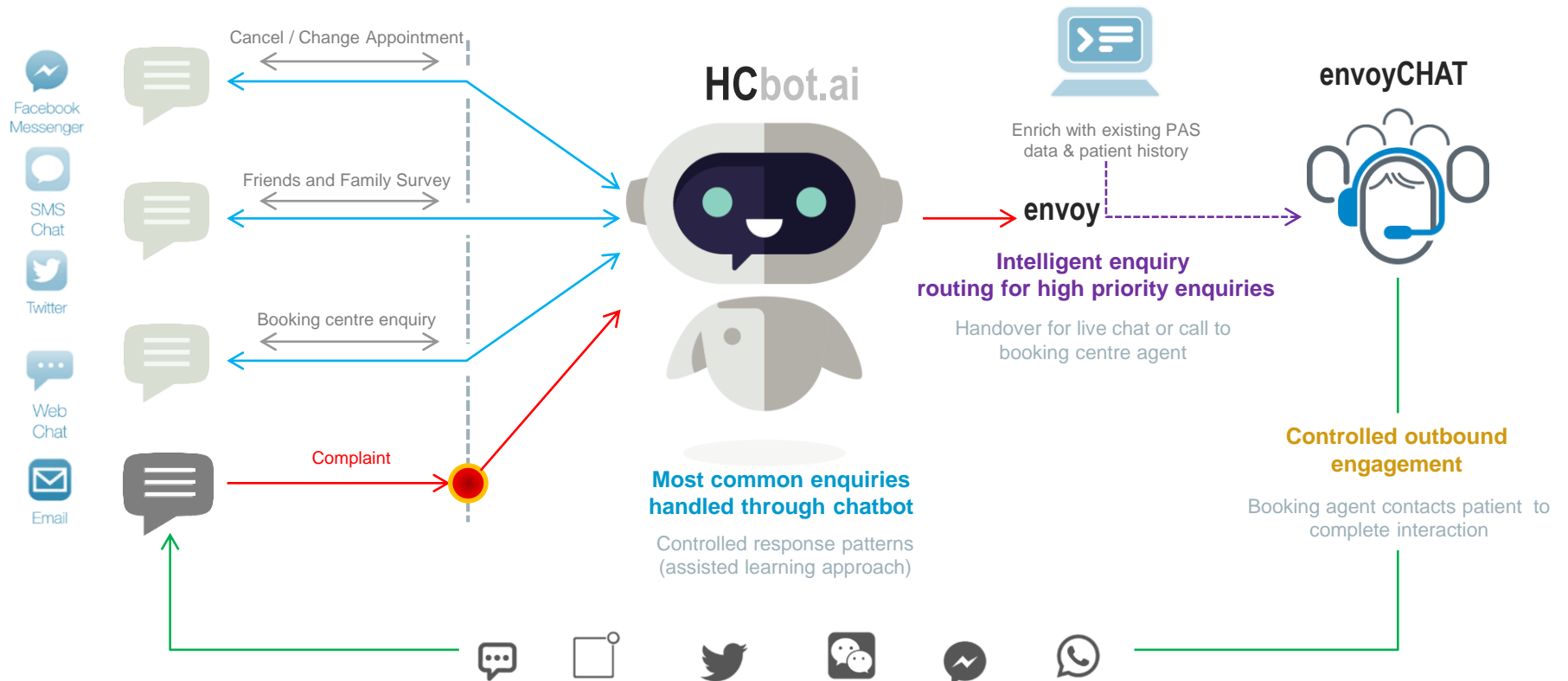




Digital Letter Interactivity

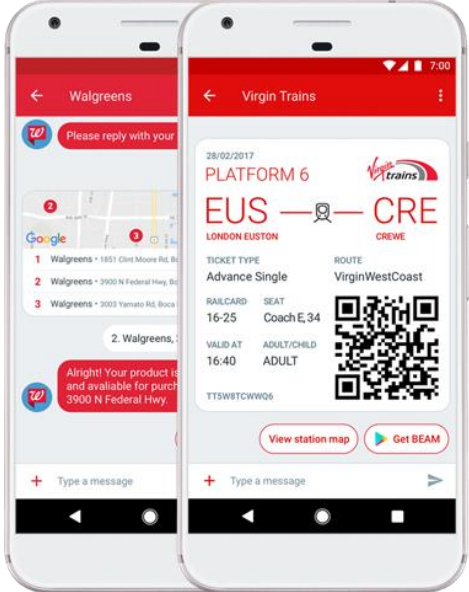


AI & Bots Service automation through AI assisted intelligence layer and chatbots

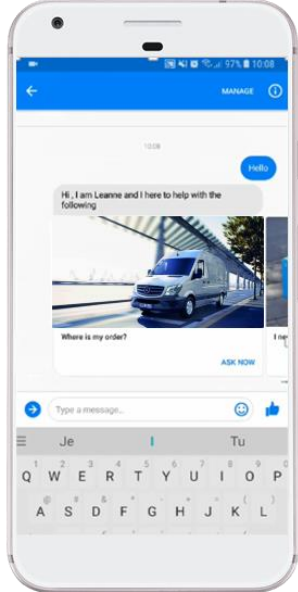


New Channels to Engage

RCS - The Next-generation Messaging Standard



Chatbot - Customer Service Automation



WebRTC – Real-time Communication



Global WebRTC penetration reached 75.95% as of January 2018

(UK = 78%, US = 79%)

Thank you

