SCG
Midlands

**Better Purchasing
Framework approved**

Cloud Voice for General Practice

Compliant Cloud communications for GP surgeries

Cloud Voice for General Practice

NHS
NHS APPROVED

SCG Cloud Voice for General Practice is an NHS Better Purchasing Framework approved, "best of breed" Cloud telephony solution, comprising of advanced call queuing and callback telephony, along with seamless clinical database integration - all delivered and supported by SCG.

SCG Cloud Voice for General Practice, which was and continues to be, developed entirely in the UK, can be deployed as a pure Cloud or hybrid (Cloud and on-premises survivable gateway) solution, the latter providing operational continuity in the event of a Cloud or Cloud connectivity outage. A pure Cloud solution is only as stable as your broadband. A hybrid Cloud option is critical to operational continuity.

Packed with features

SCG Cloud Voice for General Practice is packed with all the features a busy medical practice requires:

- Wide choice of handsets and headsets; desktop, DECT / wireless, softphones for PC / laptops and mobiles
- Single or multi-level auto attendant
- In-queue messaging
- Position in-queue / callback
- Call routing / forwarding
- Call recording
- Historical call reports
- Realtime wallboards

Interoperable with all popular healthcare platforms

SCG Cloud Voice for General Practice can be safely integrated with all popular medical informations systems.

- Connects to EMIS, SystmOne and Vision (uniquely at the same time if required, in a call centre / hub setup)
- Provides a much richer and more functional solution with better security / isolation than a simple 'direct' telephone system clinical system integration
- Designed specifically not to write ANY information back to the clinical system
- Can be developed to interface with any patient-focussed systems, including Meddbase, RiO, Lorenzo, and Pharmacy Systems

Professionally implemented

SCG allocates a dedicated project coordinator to every SCG Cloud Voice implementation. The coordinator deals with all internal and external dependencies and resources required to ensure successful project management, completion and outcome including:

- Site survey and technical validation
- Connectivity provisioning and number porting
- Any networking requirements (cabling, routing, switching) to support advanced voice
- Customer communication
- Time scale planning
- Resource allocation (SCG / external)
- Training
- Project completion

Typical lead-time from order to completion for General Practice projects is between two and eight weeks, dependent upon connectivity and networking requirements related to supporting the advanced voice solution.

Reliable and fully supported

SCG provides life-cycle support from its 24/7 services desk, manned by certified engineers and managed using the company's 'Halo' service delivery system and Datto remote management and monitoring solution. Customer cases can be logged by telephone or by email directly to the Halo platform.

Support is delivered remotely and on-site throughout the UK. Service availability exceeds 99.9% from the Cloud platform and should achieve 100% when deployed as a hybrid solution.

SCG
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Supporting medical practices for more than 60 years.

Get in touch

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www.scgmidlands.co.uk

CYBER ESSENTIALS CERTIFIED

REGISTERED ISOQAR — UKAS MANAGEMENT SYSTEMS

Certificate Number 743
ISO 9001
ISO27001