

Information Sheet

Consultancy & Services



To complement our product offerings, we also provide a comprehensive consultancy service to ensure customers maximise the benefits from their investments. Staffed by in-house professionals and a select group of proven external consultants we are able to offer end-to-end assistance from tender submission through to patient training (both in-house or off-site) and support. Whether working directly with PCTs at a business case level or teaching patients how to use our Pods in their own homes, we offer the following range of services:-

Strategic Business Planning: working closely with PCTs and Project Team leaders to develop robust and detailed implementation plans for NHS Health Checks and other large scale projects.

Systems Architecture: working closely with project sponsors to ensure that the aims of a project can be technically delivered and defining areas of software development that may be required to accommodate the needs of the project.

Data Analysis and Reporting: A dedicated team whose purpose is to provide data analysis and bespoke reporting to meet the KPIs (key performance indicators) of the PCTs / Project sponsors. Be it a small practice or pharmacy requiring a minor one-off change to a report or a PCT requiring detailed statistics across a multi-site Home Pod installation; this is team that will be used.

Project Management: The PM team are introduced to a project at the pre-planning stage to oversee the entire implementation process from pre-sale to go live. All Telehealth Solutions installations are project managed and we offer a full 'hand holding' service to the customer.

Training services: A full range of outreach training services are available from teaching patients, in their own homes, how to use our equipment through to assisting district nurses and clinicians how to centrally manage the patient monitoring systems. For fixed installations and community-based products, full onsite training on how to use our products and peripherals is provided with each installation.

Post Implementation Support: Large projects invariably require that the momentum continues after the initial 'push'. This is especially important where there are multiple practices, pharmacies or individual patients disbursed over a large area. The post-implementation support team will visit locations especially where there may have been a turnover of staff to ensure continuance of best practice and to keep all the project participants up to date with new developments.

3rd Party development team: We have an in house development team dedicated to assessing and integrating third party peripherals, such as new blood analysers or BP devices etc. directly to our systems. We pride ourselves with the 'plug and play' flexibility offered by our products on almost any peripheral device and constantly in touch with the large manufacturers.

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Customer Support team: In house customer support is available by telephone, email or on-line. Our team is available to answer any queries and we are able to access our terminals remotely which guarantees that issues are resolved in the shortest time possible.

Technical Authors: Very often overlooked but the unsung heroes of any implementation; our technical authors are available to write up processes, procedures, manuals and help screens all of which are essential in ensuring the success of a project.

All relevant services will be discussed with clients by our product managers as the project progresses, and, where relevant, quotations for requested services will be available in advance of contracts so purchasers are aware of all of the costs of an implementation before they commit.