

Solution Description –

Unity GP Telephony is a cloud hosted Cisco WebEx Telephony platform with integration to MS Teams.

It suits organisations needing to upgrade existing telephony systems to control equipment, improve processes and reduce operational costs.

- This carrier-grade IP telephony system has an extensive range of enterprise level user features.
- It enables free calling between all users connected to Unity GP Telephony (and with other Unity connected customers).
- It's a powerful but easy to use provisioning interface for the system administrators - no need for specialised in-house or contracted skills to manage the telephone system.
- Rapid recovery in the event of major IT or office facilities failure, due to its ability to quickly and seamlessly transfer all telephony services to other branches, specific mobile phones, or other locations.
- Choice of Cisco WebEx or Microsoft Teams as phone application across multiple types using wired/WiFi/5G/4G.

Key Features –

- Remote access allows all users to use the solution in any location, allowing for a fully integrated telephony service across CCGs and ICBs.
- A highly scalable and flexible solution which can be adapted to meet the demands of GP surgeries and patients including IVRs, ACDs and NLP.
- All call activity and call recordings are reported for GP surgeries and PCNs which can be accessed centrally and remotely. Practice managers can monitor and report upon call performance and key SLA/KPIs at single or multiple practices.
- Offers flexibility to make and receive calls across multiple mobiles, smartphones and handsets, ensuring a consistent user experience.
- Improves the patient calling experience through voice AI, giving easier access to GPs/Clinicians and provides additional information to patients.
- Allows GP surgeries to adapt and collaborate to support expansion and change, ensuring PCNs give consistent experience whichever practice is contacted.

Interoperability –

- Unity GP telephony integrates with all the main Clinical Systems, EMIS, SystmOne and Vision.
- Improves resource performance - Speed up patient verification, save time on searching patient records, and automatically capture patient new phone numbers.
- Operational efficiency - Releases resource time to focus on reducing call wait times and abandoned calls.
- Easy to operate - Click to dial from anywhere on the PC.
- Workforce analysis - Enables the monitoring of important tasks and maximises the opportunity to engage with patients.

Implementation –

- Phase 1 - **Conception and initiation** – gather and assess customer details, technical solution, suppliers and sub-contractors, implementation strategy and plan walk-through, test plans, billing milestones, service onboarding, project kick off covers HLD, timescales including availability and constraints, responsibilities, risk, governance, acceptance criteria, change management.
- Phase 2 - **Set conditions for successful delivery** – Project initiation document, updated project plan, rollout schedule/tracker, test approach, communications plan, project workbook (RAID), hardware procurement, DDI and phone number porting.
- Phase 3 - **Migration** – schedule core component build milestones, pilots and main rollout stages. Full quality assurance checks are completed on the service build prior to any system/ user acceptance testing.
- Phase 4 – **Transition and go-live** - Training programmes include end user, call centre agents/supervisor, trainers, switchboard, administrators, drop-in clinics, user guides, online video tutorials. Includes handover to service and post implementation/lessons learned.

Service Level Agreements –

- Service availability - A fully managed and hosted service with 24-hour technical support – SLA not less than 99.99%
- Our 24/7/365 UK-based service desk use leading ITSM systems and is a centralised service management model, based on ITIL guidelines and ISO9001 certification.
- If network problems are identified, alerts/traps are automatically generated and pushed into our ITSM tool, SMAX. Our support engineers will then progress the fault accordingly to prevent service level failures.
- If a customer identifies a service level failure, our service desk agree the call priority, assign an interaction number and timestamp the incident. Service desk engineers will try to resolve any incidents instantly. Should the issue need to be allocated to a 2nd or 3rd line support, our customer services team will ensure this happens promptly. 2nd line engineers to diagnose the root cause, identify resolutions. 3rd line teams are called upon to investigate major or unresolved incidents. They liaise with suppliers where applicable. Where necessary, tickets are logged and assigned to specialist teams who work on these to identify the root cause.

Introductory video – <https://youtu.be/VtXRN-mZgCU>