MPS Cloud Voice for General Practice

Solution description

MPS made a strategic decision to differentiate it's GP solution by not developing or utilising proprietary, basic integration to the three main clinical systems directly from a telephone system. MPS Cloud Voice for General Practice is a "best of breed" solution comprising MPS pro services and connectivity, Splicecom SelectVoice advanced telephony and Metier Call Connect GP middleware. Call Connect GP is established, advanced clinical system interface which provides a richer, more functional and secure solution. It separates patient data from the telephony network. MPS 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.

Key Features

- 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

Interoperability

- 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.

Implementation

MPS allocates a dedicated project coordinator to every MPS Cloud Voice implementation. The coordinator deals with all internal and external dependencies and resource 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
- Timescale planning
- Resource allocation (MPS and external)
- Training
- Project completion

Typical lead-time from order to completion for General Practice projects is between 2 and 8 weeks, dependent upon connectivity and networking requirements related to supporting the advanced voice solution.

Service Level Agreements

MPS 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.

All cases are assigned SLA's dependent upon severity which are monitored and managed in conjunction with 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. The latter involves a cloud solution plus a network survivable gateway installed in the surgery. In the event of an outage of the cloud platform or main internet circuit there is automatic failover to the gateway, and continuity of voice services. . A pure cloud solution is only as stable as your broadband. A hybrid cloud option is critical to operational continuity.

Introductory video – Coming soon