

datasharp

Cloud Communications

designed for your surgery





Healthcare



SURGERY RECEPTION

Communication is at the heart of every surgery...

Delivering uninterrupted care to your patients is without doubt your number one priority, you have little time to be worrying about the reliability of your phone system.

When a patient calls your surgery they are in need of help, they may be feeling vulnerable and quite possibly stressed. The last thing your staff need is an unreliable phone system, they need to feel confident in the technology so they're able to give their full attention to the patient.

We can help improve communications between your patients and healthcare team with LG Cloud. With our experience, we can provide technology that will help you deliver an enhanced patient experience that fits within your ever tightening budgets

Working in partnership with Ericsson-LG we are helping surgeries and practices throughout the South West become more efficient, more effective and save them money – we'd like to do the same for you.

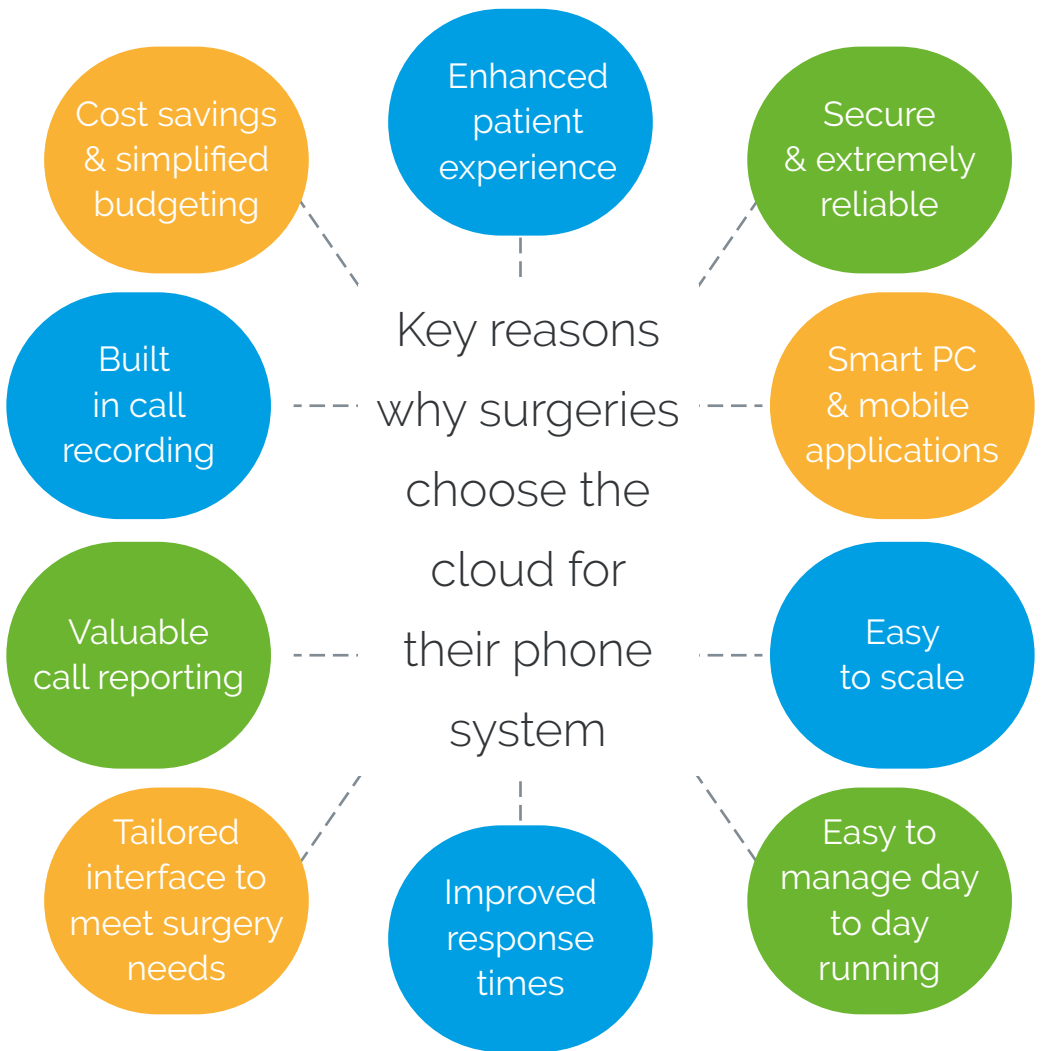
What is LG Cloud?

LG Cloud brings all the features you know and love from an on-premise phone system and delivers them through the cloud. It's tailored to deliver secure, reliable and simple communications.

Essentially, choosing a cloud solution means we'll look after your phone system for you and all you need to do is use the handset, web portal or applications to access everything you need, when you need it.

Our solutions bring your healthcare team together and improve patient care with simple tools for collaboration and communication.

Additionally, you will have access to on-demand features and the ability to add or remove users giving you the flexibility to easily adapt the solution to your surgery needs.



Your wish list becomes a reality

With a bespoke solution from us you will experience:



1. Highly reliable connectivity

There are multiple resiliency options available with LG Cloud to ensure you don't miss a call. You can even have additional resiliency by including an on-premise call server with automatic failover, for complete peace of mind and business continuity.



2. Intelligent call routing

You can route calls efficiently to the most suitable member of staff depending on skillset and availability. Additionally, whilst callers are on hold they are advised on their position in queue and offered the opportunity to leave a voicemail.



3. Increased mobility

With the ability to have hot desking across sites, staff can work at any site and take their extension number with them. Importantly, you can incorporate smartphone apps so doctors are available for triage regardless of location.



4. Informative recording & reporting

All your calls are recorded and stored in the cloud so you can access them from anywhere, whenever you need them. There are report options available so you can make sure your staff are managing patient calls efficiently.



5. Increased collaboration & efficiency

Various functions give your staff the ability to promptly and efficiently respond as well as share patient information. These include; speed dial, hunt groups, pickup groups, auto attendant configurator, call coaching and presence.

LG Cloud Phones

LG Cloud IP phones are designed to give you a simple user experience with access to all the features and functionality you need.



LIP-9002 (Entry level)

- 2 lines grey graphic
- 4 programmable feature keys
- Headset/speaker phone



LIP-9010 (Basic level)

- 3 lines grey graphic with backlit
- 5 programmable feature keys
- WB voice for headset/speaker phone



LIP-9020 (Standard level)

- 5 lines grey graphic with backlit
- 10 programmable feature keys
- WB voice for headset/speaker phone



LIP-9030 (Mid-range level)

- 7 lines grey graphic with backlit
- 24 programmable feature keys
- UC enabled



LIP-9040 (Professional level)

- 9 lines grey graphic with backlit
- 36 programmable feature keys
- UC enabled



LIP-9071 (High-end level)

- 7" LCD touch screen | HD Video Call
- Bluetooth & Wi-Fi dongle support
- Install 3rd party Android applications



IP DECT (Wireless phone)

- Easy to scale - supports 1-40 bases
- User friendly interface
- Access to all features & resources

LG IP Attendant

With high volumes of calls having a quick and easy interface to answer and transfer calls is vital. IP Attendant provides a simple and intuitive tool to support your surgery's busy reception.

Key features

- ✔ Easy user interface
- ✔ Flexible call handling
- ✔ Simple directory & database management
- ✔ More productivity enhancements
- ✔ Superb statistical reporting of all calls



LG ACD Report

With performance monitoring, user stats and queue overviews you can deliver excellent patient care.

Tools for better analysis and decision making

- ✔ Reporting & recording
- ✔ Supervisor & agent interfaces
- ✔ Dashboard and wallboards
- ✔ Skills based routing
- ✔ Coaching or training
- ✔ Automatic call distribution



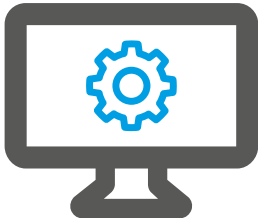
LG Cloud Portal

A simple yet intuitive interface making it easier for you to manage the day to day running of your communications.



Management

- Simple admin access
- Plan & set-up business continuity
- Surgery time schedule



Feature Access

- Hunt, pickup, paging & ACD groups
- Music on hold & announcements
- Auto attendant configurator



Reporting & Recording

- Multiple levels of reporting
- Easily searchable call recording
- ACD statistics, reporting & wallboard

Features for your surgery

Make sure your
cloud solution
ticks all the boxes

Telephone Essentials

Must have features:

- Auto attendant
- ACD
- Hunt groups
- Pickup groups
- Paging groups
- Voicemail
- Voicemail to email
- Music on hold

Major Benefits

Great to have:

- Security and reliability
- Local redundancy
- Call Centre
- Unified communications
with collaboration

Collaboration & Mobility

Get the team working together:

- Instant messaging
- Presence
- Conferencing
- Screen Share
- Skype integration
- Hot desk
- UCE Android client
- UCE iOS client
- UCE desktop client
- Mobile phone pairing
- Link multiple devices
- Disaster Recovery

Control & Visibility

To help our surgery monitor and
understand our communications:

- Analytics
- Call reporting
- Scheduled reports
- Call recording
- Live call monitoring
- Portal for management

Specialist

Communications

Important extras:

- Reception console
- IP DECT



Your connectivity

When choosing a cloud based solution for your surgery's telephone system, it is very important you have the right internet connection in place. We will analyse what you currently have and if it's not up to scratch we'll go through all the options that are available to you. Giving your surgery an internet connection that offers:



Unbeatable reliability

Financially backed service level agreements and back up connectivity options to ensure continuity.



Private bandwidth

Utilise Quality of Service and SIP Exchange to segregate bandwidth purely for voice ensuring high call quality.

We are a busy call centre that deals with hundreds of urgent health care calls each day – not only do Datasharp supply us with a system **we can rely on**, they also provide us with **engineering support that is second to none**. In an industry where efficient and reliable communications are essential, **Datasharp's solution excels**.

Devon Doctors

Our Practice has been a customer with Datasharp for many years and **the service we receive is always exceptional**. Recently we amalgamated with another local Practice and arranged with Datasharp to install and merge the two systems. **The support and advice we received was superb**.

Teignmouth Medical Practice

Datasharp are **forward thinkers** and **take pride** in all that they do, whether it be delivering **exceptional customer service** or demonstrating their **outstanding knowledge & professional expertise** of Ericsson-LG solutions. We are proud to have Datasharp as a **long-term valued partner**.

Ericsson-LG

datasharp

Your Business Technology Experts

Since 1980



Contact us now for a free review of your telephone system & a demonstration of how LG Cloud can help your surgery.

Voice Connectivity IT Services Wi-Fi Copy-Print-Scan Infrastructure

01872 266676 | www.datasharp.co.uk | hello@datasharp.co.uk