



storm[®] for Healthcare

Transforming healthcare outcomes through communications integration

Healthcare Challenges

The UK healthcare sector is facing its greatest set of challenges in decades. Rapid population growth conspires with growing life expectancy, resulting in a much higher number of people living with multiple conditions and placing enormous pressure on healthcare providers to support daily life over long periods.

At the same time, disjointed and outdated ICT estates impede progress towards integrated health and social care objectives. Meanwhile, budgetary constraints prevent healthcare organisations from implementing vital improvements to infrastructure and technology. The inability to prioritise patient requests or look up records automatically can lead to communication lines being swamped by routine enquiries, such as appointment bookings.

Outside healthcare, smart devices and social media have transformed the way individuals expect to interact, but the healthcare sector is typically only able to offer limited over-the-phone or digital “cul-de-sac” options. For older patients, face-to-face or similar interactions, such as video chat, may be the most appropriate acceptable option, but implementing such solutions remains too complex and expensive for many providers.

storm[®] is a world-leading communications platform, having won multiple awards for its transformational healthcare solutions including the UK IT Award in 2016 for Best Use of Cloud Services, the premier IT award in the country. This brochure outlines some of the key solutions that **storm** delivers in order to solve Britain’s key healthcare challenges.

A multi-award winning healthcare solution



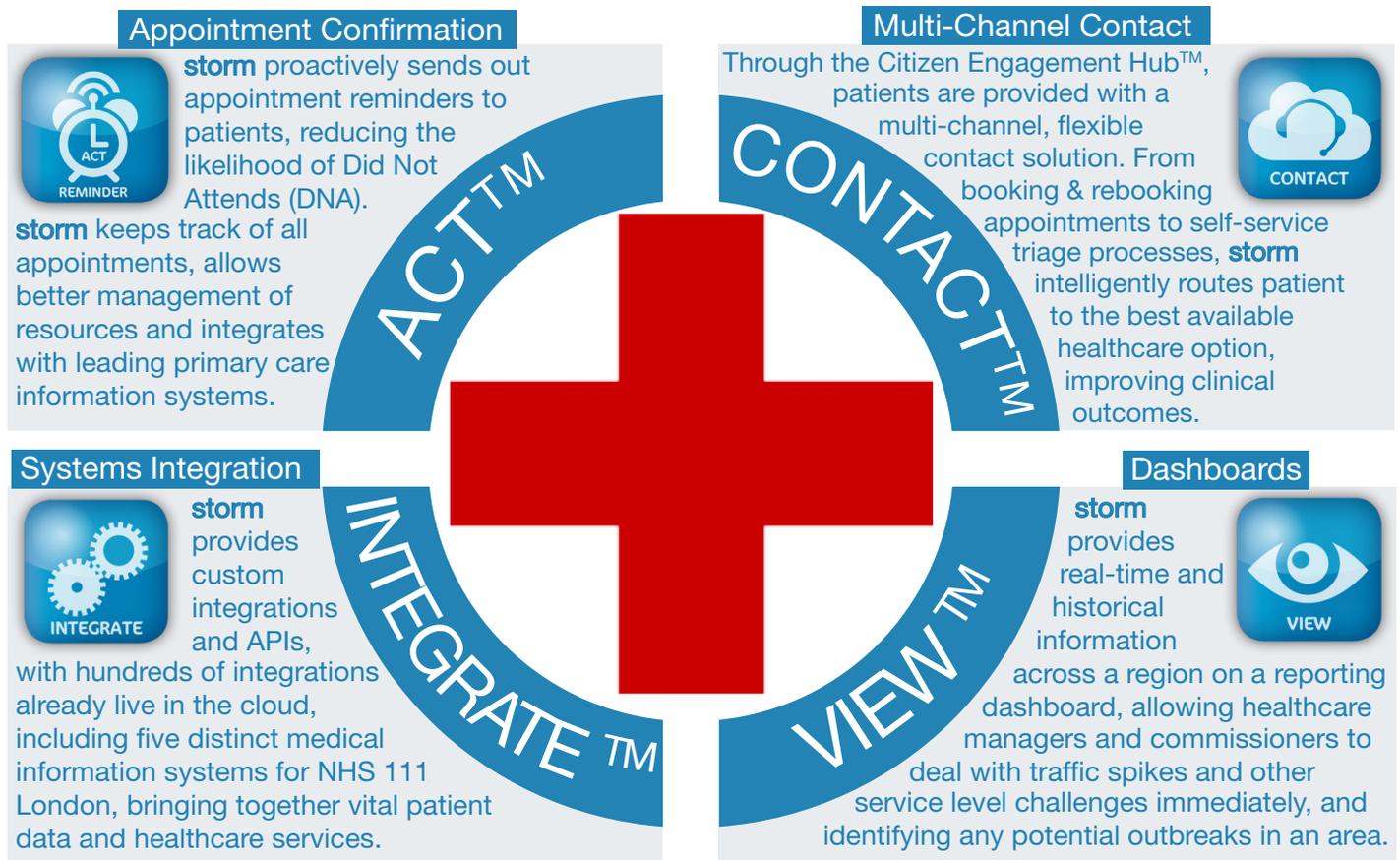
storm[®] - the communications integration platform[™]

storm[®] for Healthcare

The multi-award winning-omni-channel **storm**[®] platform enables you to improve outcomes and revolutionise your information and communications, from automated booking systems (via the patient’s preferred channel) and appointment reminders, to connecting service users with the most appropriate practitioner or alerting emergency services. **storm** converges every channel of communication with health and care systems to deliver effective live interactions and self-service portals.

All communications, disparate ICT systems and data are brought together in one flexible environment, combining healthcare records from across multiple systems.

Combining diverse microservices from a common software architecture, **storm** for healthcare includes:



“The **storm** platform delivers an amazing set of capabilities which have transformed the way NHS 111 operates. We’re really excited to implement further capabilities through storm as we go forward, and the platform will be instrumental in realising our digitalisation objectives. Most importantly, however, is that we’re able to substantially improve the experience of Londoners calling NHS 111 and the outcomes of our patients, ensuring that they get through to the care and support they need, when they need it, first time.”

Eileen Sutton, Head of Urgent and Emergency Care Programme (111 and Integrated Urgent Care) Healthy London Partnership and NHS England London Region.





Improving healthcare outcomes through

Scalability & Resilience

storm integrates healthcare communications with existing information systems, scaling freely to handle any level of concurrent demand. Processing enquiries across multiple channels, using a combination of automation and live contact, **storm** allows providers to distribute surges in demand and manage outages from a 99.999% available platform, which is the largest of its kind in Europe.

STPs and LDRs

Sustainability and Transformation Plans (STPs) and Local Digital Roadmaps (LDRs) redesign the healthcare sector's practices and commissioning at a local level. **storm** provides a national platform that is procured locally, making it a cost-effective solution for any STP footprint.

Information Governance

Overlaying multiple medical systems using Interoperability Toolkit (ITK) methodologies, **storm** reduces the amount of devices requiring access, making information more accessible and secure. When data is moved to the **storm** cloud, it is handled in accordance with ISO 27001 and GDPR procedures.

Access to Information

storm securely integrates disparate medical and social care information systems across both N3 and PSN (with HSCN forthcoming), creating a consistent connectivity and service experience across a wide variety of multi-sector care providers.

Agile Project Management

Our team is highly-experienced in both traditional and agile working methodologies. Our accredited Scrum Masters manage agile deployments, working in sprints and collaborating closely with clients to ensure that healthcare solutions are rolled out within challenging timescales, and are then continuously evolved.

Automated Triage Process

storm automatically identifies service users and intelligently routes them to the best available health advisor or other outcome based on both patient-submitted inputs and already known healthcare information.

Co-ordinated Visibility

storm collates data from all relevant providers and systems in a region, making real-time and historical information and analysis available for commissioners and providers in both single and multiple CCG areas.

Reduced Cost

Cloud-based technology requires less upfront investment, with no need to rip-and-replace legacy systems. More money is available to invest in clinical budgets, resources and staff.

About storm[®]



The multi-award-winning **storm**[®] platform leverages the scale of Europe's largest communication integration platform[™], delivering and optimising customer engagement. Some of the world's largest public sector facing organisations are powered by **storm**, including the Northgate, Serco and Sodexo.

Integrated urgent care and emergency communications are one of the platform's main applications in the healthcare sector, with healthcare providers and Clinical Commissioning Groups of all sizes implementing **storm** solutions to co-ordinate mission critical communications.

Due to the flexible nature of the **storm** platform, both off-the-shelf and bespoke solutions are made as per client choice and specification, giving commissioners and providers total control over service flows and other system features. **storm's** as-a-service business model means that there is minimal up-front investment required, whilst guaranteeing rapid deployment capabilities, low CapEx and virtually unlimited capacity. All channels of communication and any co-operating information systems are converged to create a truly unified solution, scaling and adapting on demand at both local and national levels.

Solutions trusted by:



Zorginstituut Nederland

Contact the Content Guru team to see how the **storm** platform can transform healthcare outcomes



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