

**Leading edge communications solutions to aid the delivery of outstanding animal care for Veterinary Surgeries.**



Crown  
Commercial  
Service  
Supplier



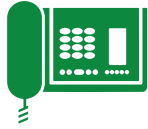
## **What is Medic-Call?**

Medic-Call, for veterinary surgeries, delivers a family of communications solutions that are tailored specifically for pet and animal healthcare services. Developed by British based voice specialists, Spliceom, Medic-Call satisfies the needs of both the surgery team and the increasing service demands of customers.

The phone remains the primary method of communication for a surgery and its customers. With the need for extended opening hours, phone triage and some surgeries amalgamating, the phone system can be a burden or a blessing.

Medic-Call delivers a range of voice solutions that either enhance, or if necessary, replace your current phone system, enabling you to deliver your services, exactly as you wish to, with ease.

# Key Features of Medic-Call



## Medic-Call Unified Device Support

Desk phones, smartphones, softphones, wireless phones



## Medic-Call Auto Answer

Still take calls when you can't physically answer them



## Wireless Phones

DECT or WiFi for staff mobility



## Medic-Call System Integration

Click to dial and show client records



## Medic-Call Attendant

Single or multi-level auto attendant



## Surgery Management

Call reporting, call recording, live wallboard/dashboard



## Medic-Call Admin Portal

Browser based system admin tool



## In Queue Announcements

Simple announcement, position in queue, callback



## Quick Message Activation

Service availability notifications



## Flexible Call Distribution

Unlimited call flows, unlimited groups, time of day routing, multi-site inter/overflow



## Medic-Call Cloud Call Service

Shared services across multiple surgeries



## Medic-Call Cloud Disaster Recovery

Simple emergency activation for DR



## Call Forwarding

Still take calls when you're away from the surgery



## Remote Working

Allow staff to work from any location



## Voice Conference Bridge (VCB)

Brings diverse teams together



## Traditional Telephone Features

15 years telephony experience in the UK



## Single Surgery Deployment

A phone system physically residing in your surgery



## Single Surgery Cloud Deployment

A phone system remotely located in the cloud



## Multiple Surgery Deployment

A single on premise phone system. Works across all surgeries, each surgery can operate independently



## Multiple Surgery Cloud Deployment

A single phone system, remotely located in the cloud. Works across all surgeries, each surgery can operate independently



## Finance

CAPEX or OPEX or a blend of both to meet budgetary requirements