



SOS International

- Markku Reinikainen, Head of Nordic Network Development

Red Hat Forum, Helsinki



Roadside assistance



Healthcare



Travel

1961



1+ million total cases



37 languages



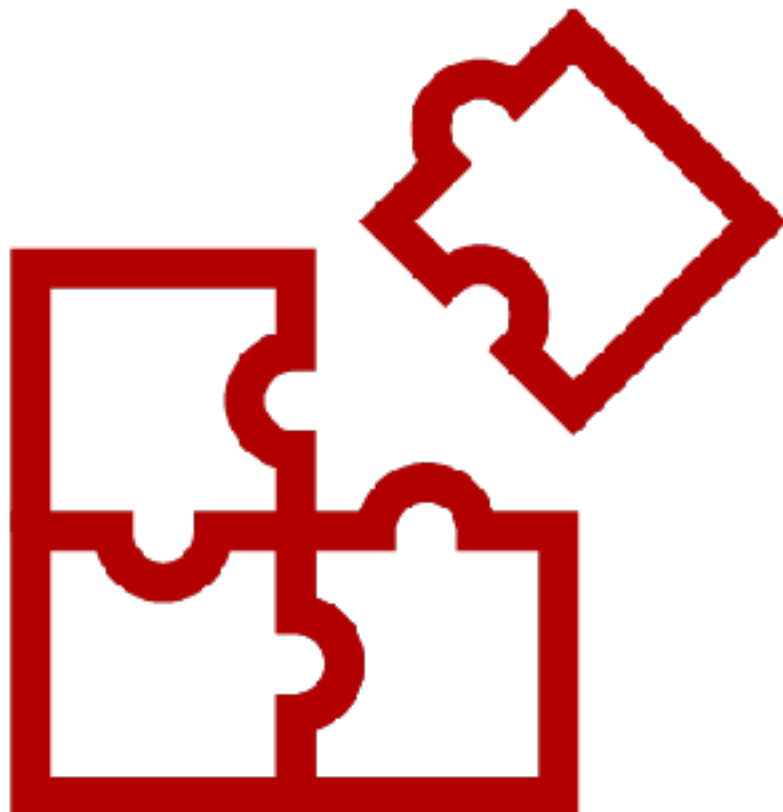
10,000+ providers
4 exclusive offices
20 service offices



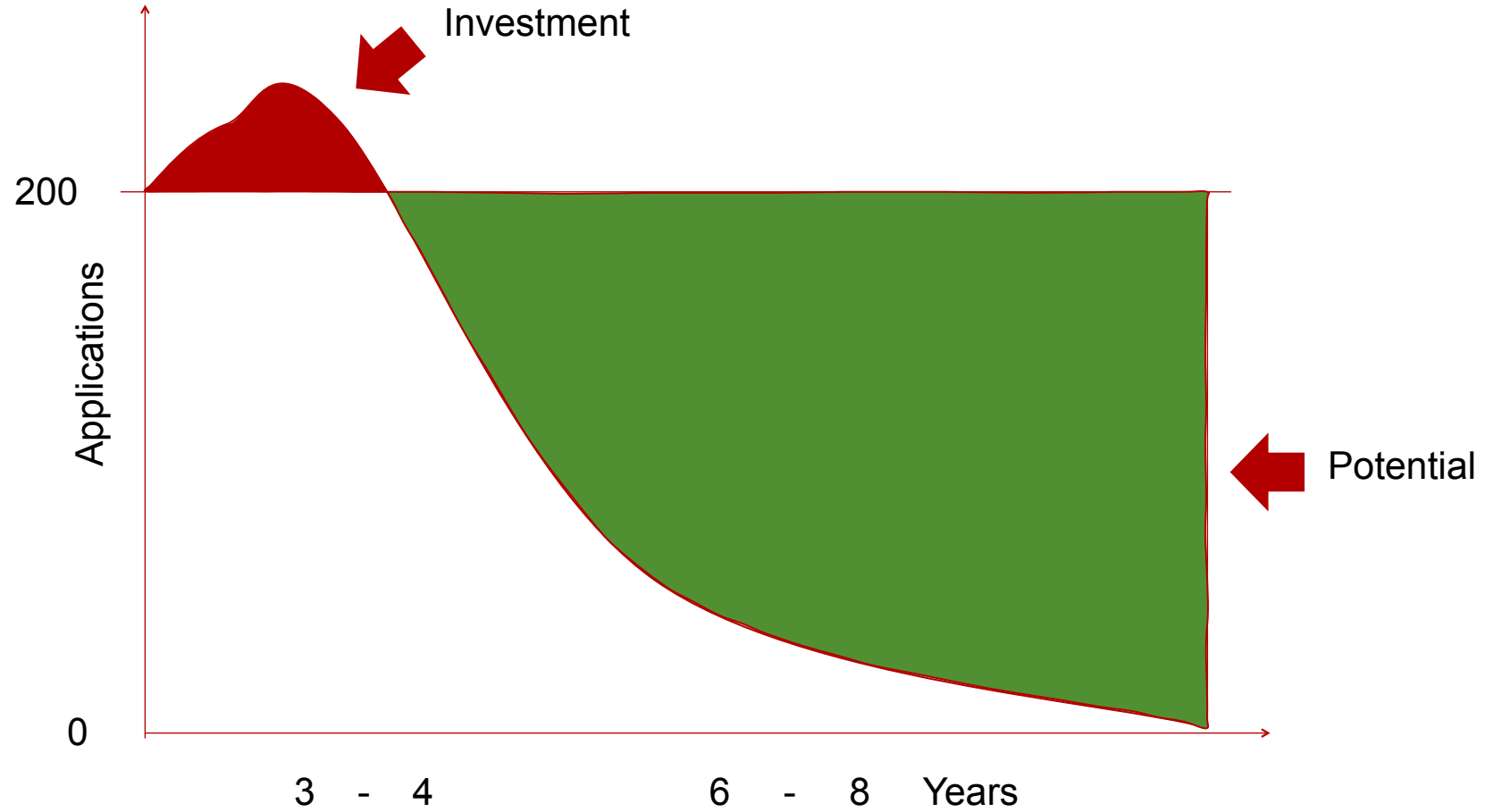
An assistance industry in transformation...



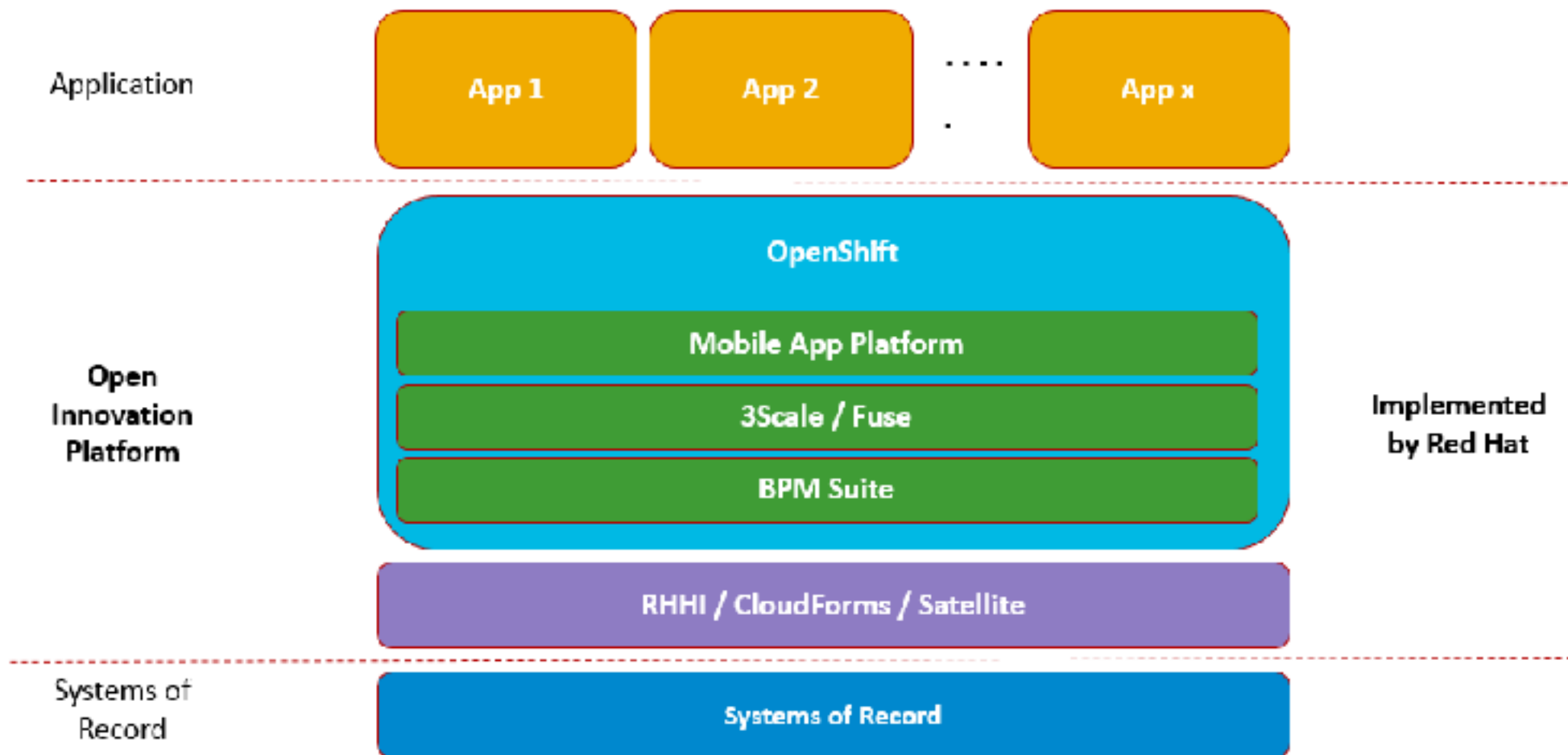
...this calls for an agile IT platform and a lot of rethinking!



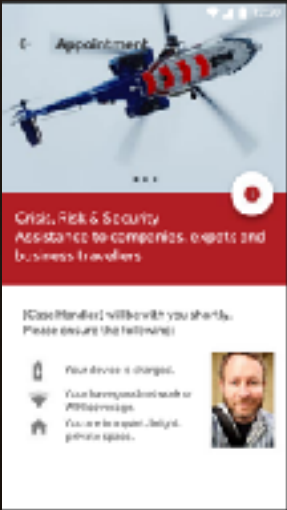
Applications over time



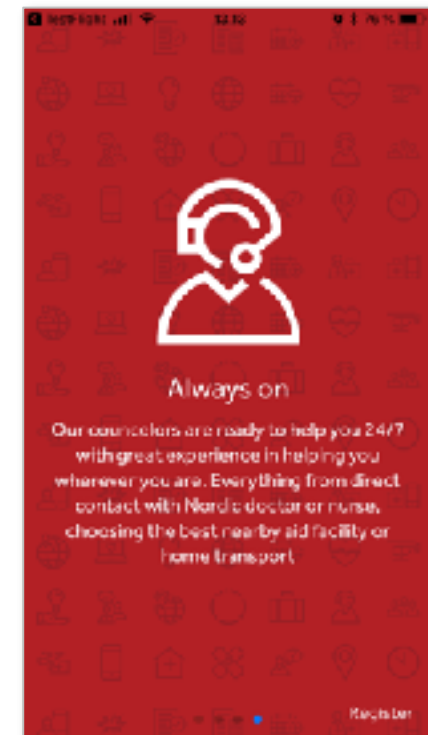
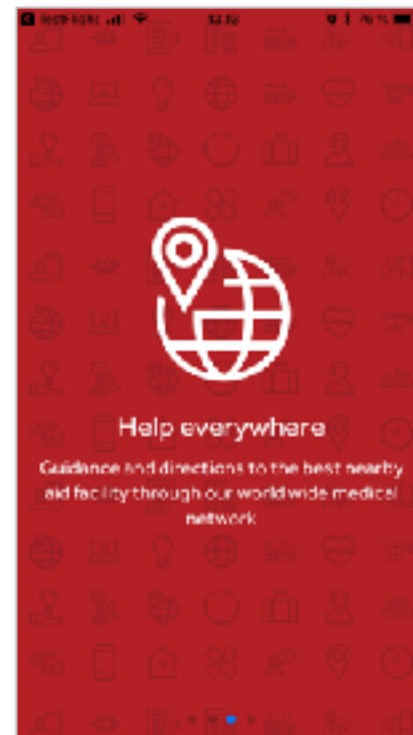
OPEN INNOVATION PLATFORM



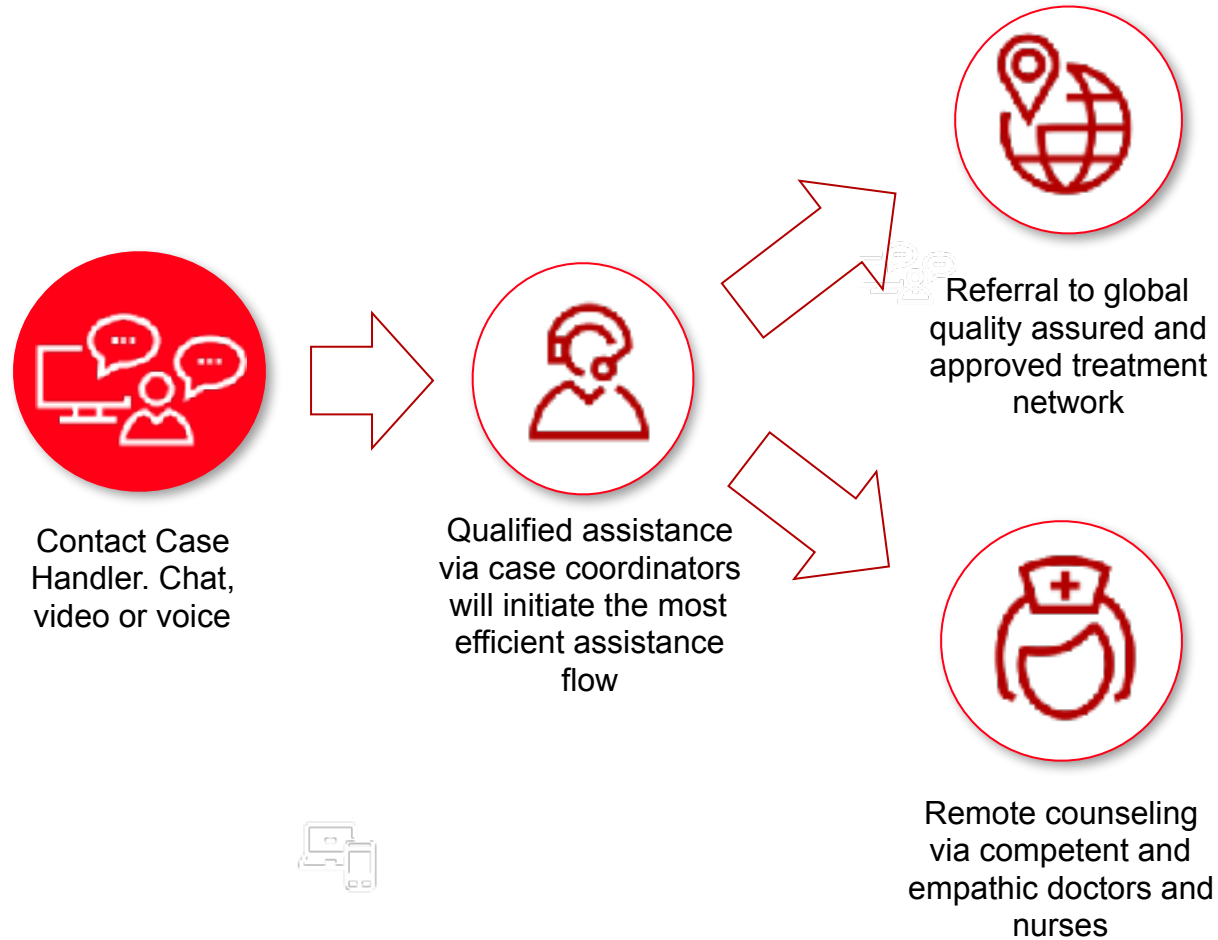
CASE: Remote Medical Treatment



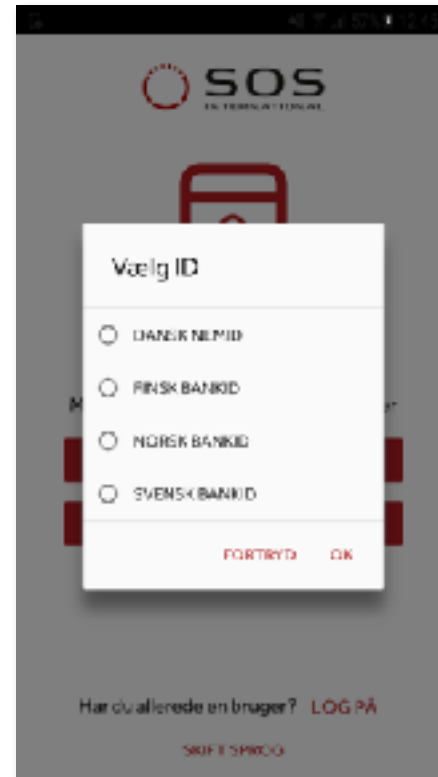
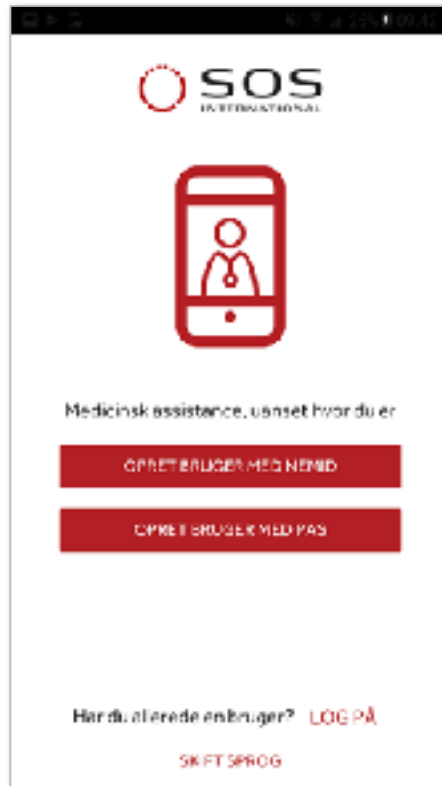
HelpMe – online medical assistance



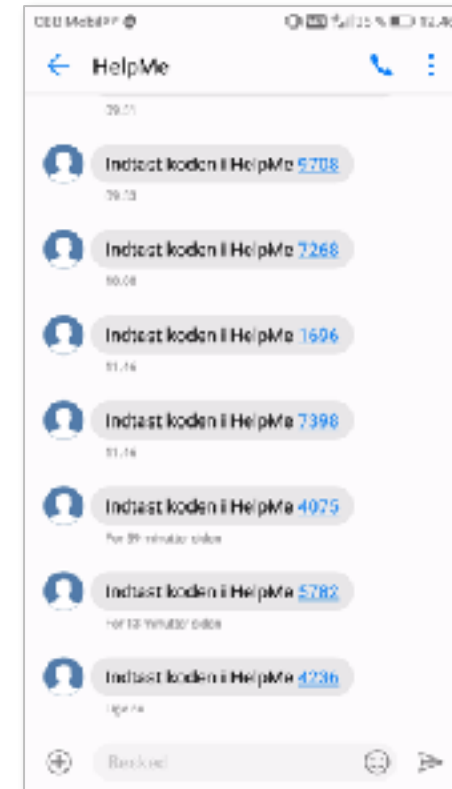
Remote contact via Chat, Video or Voice



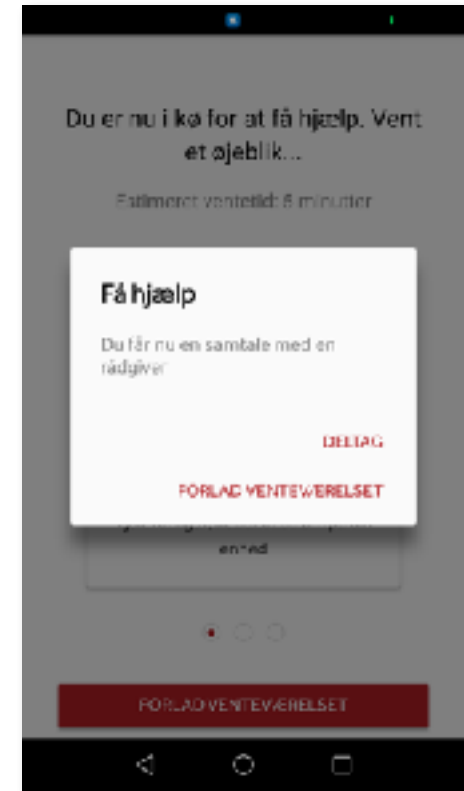
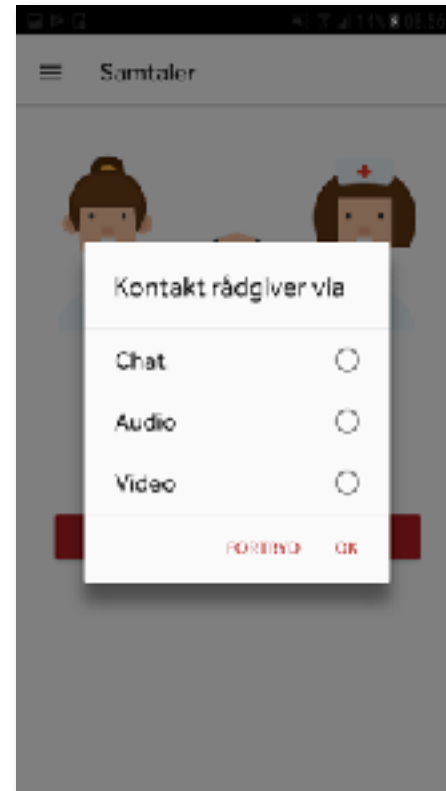
Authentication with digital id or passport



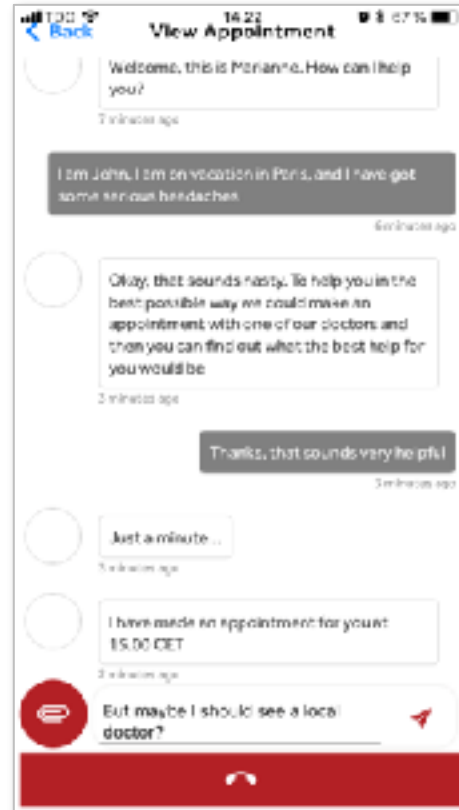
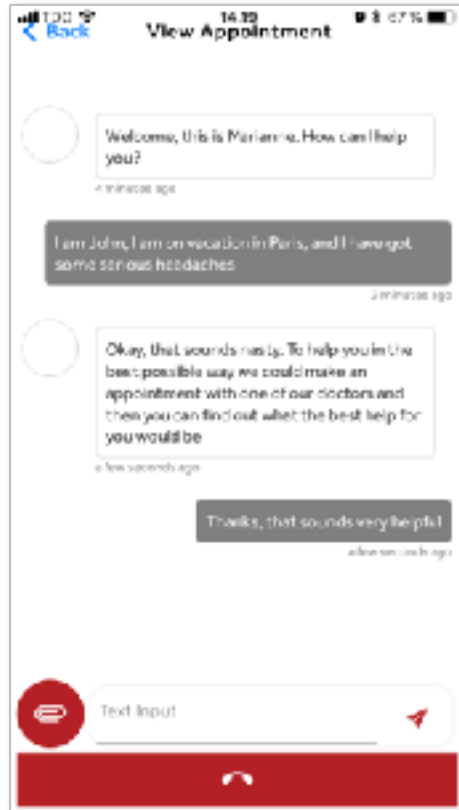
Create profile and login with username and password



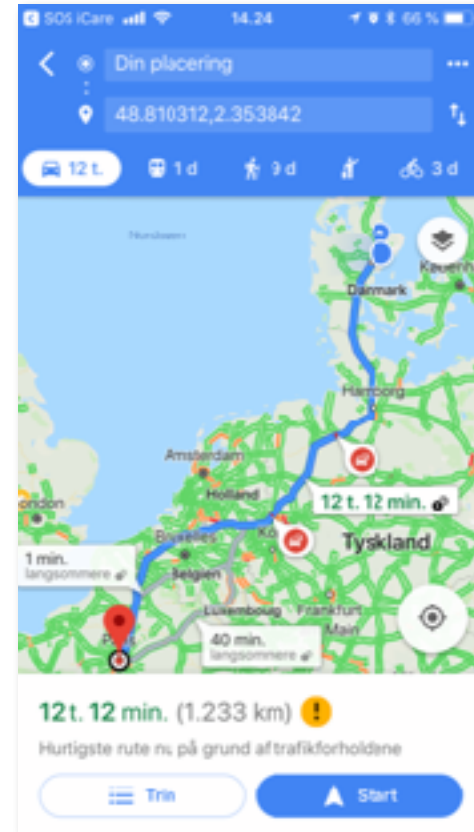
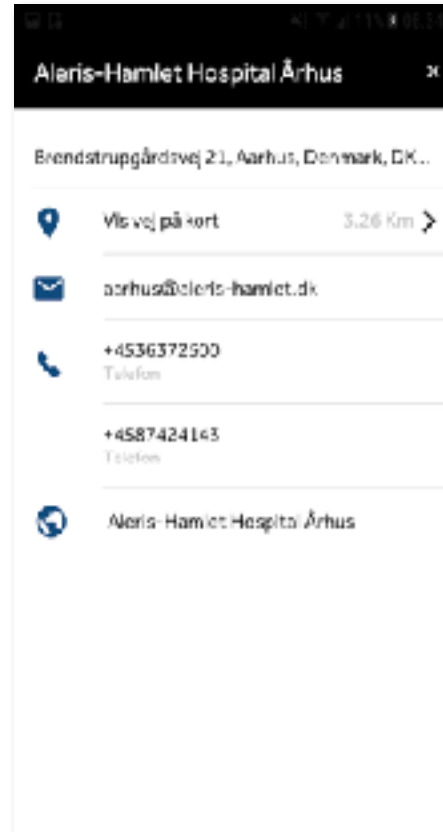
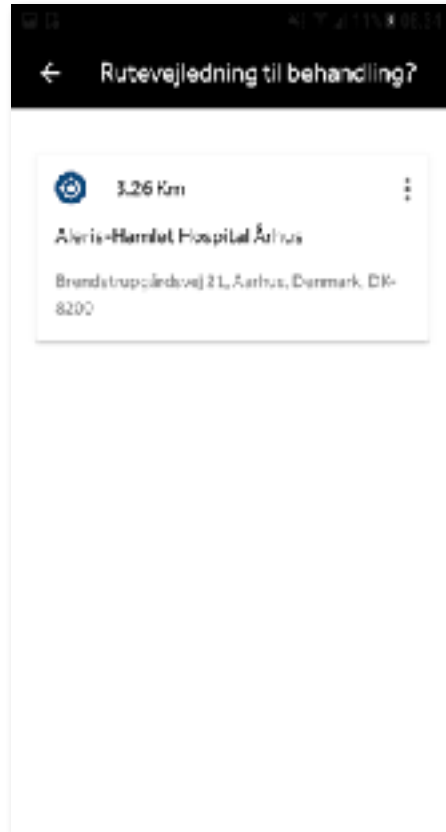
Get assistance and waiting in queue

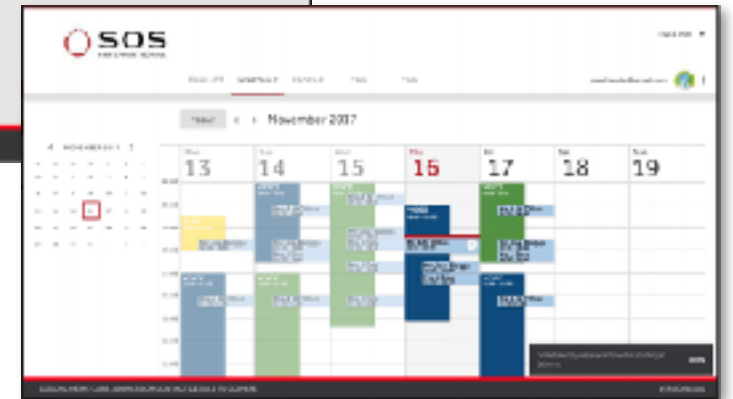
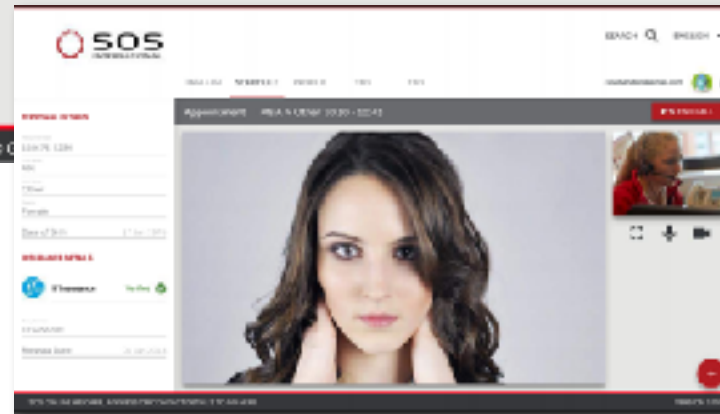
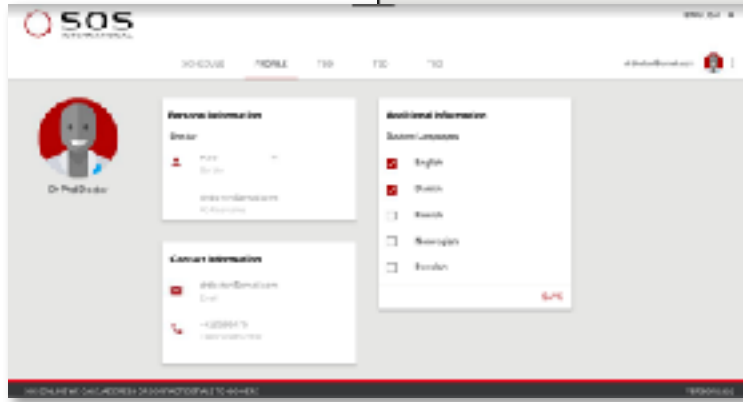


Assistance by chat, video or voice

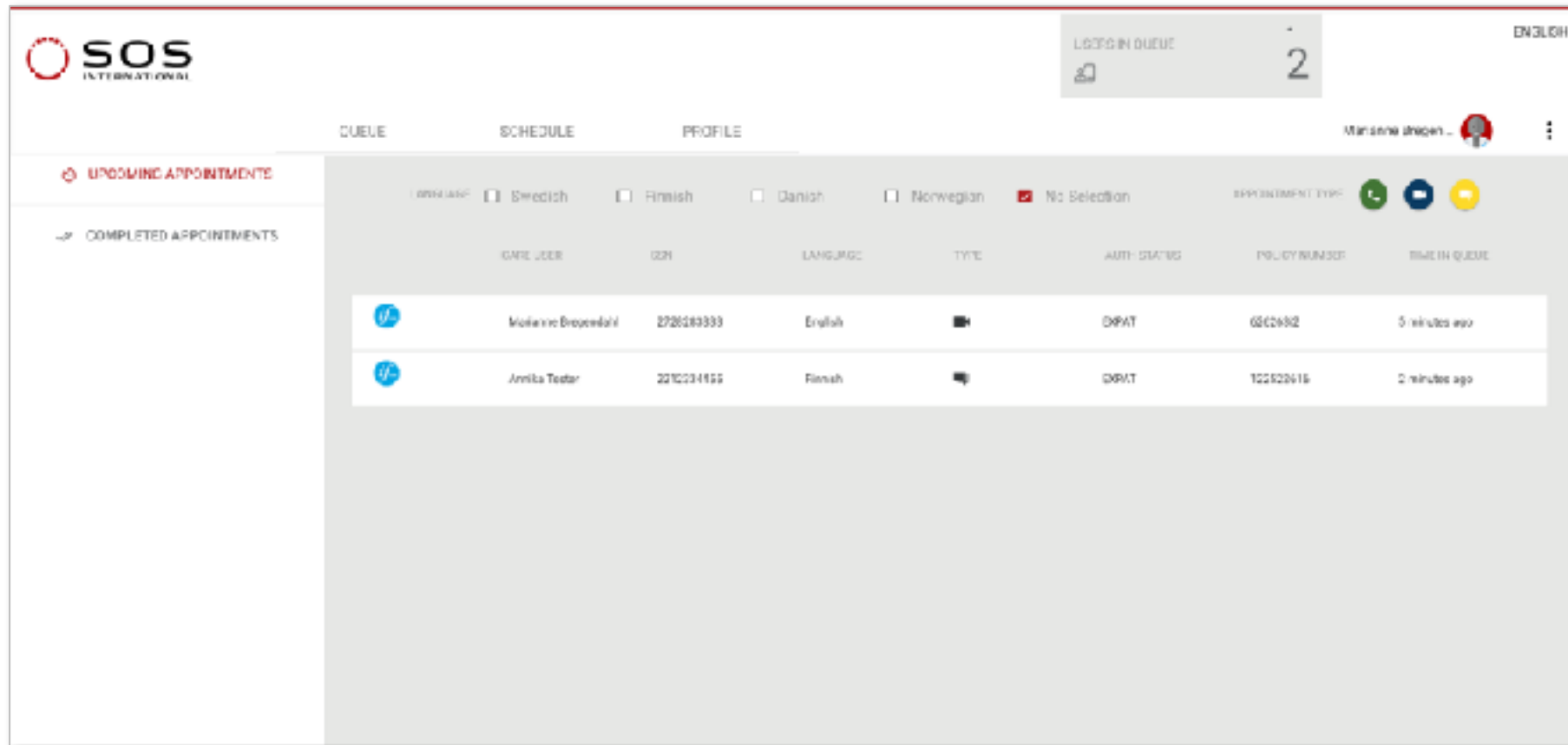


Directions to nearby aid facilities





Case handlers' queue



LOGGED IN QUEUE 2

ENGLISH





Minisara shiben...

UPCOMING APPOINTMENTS

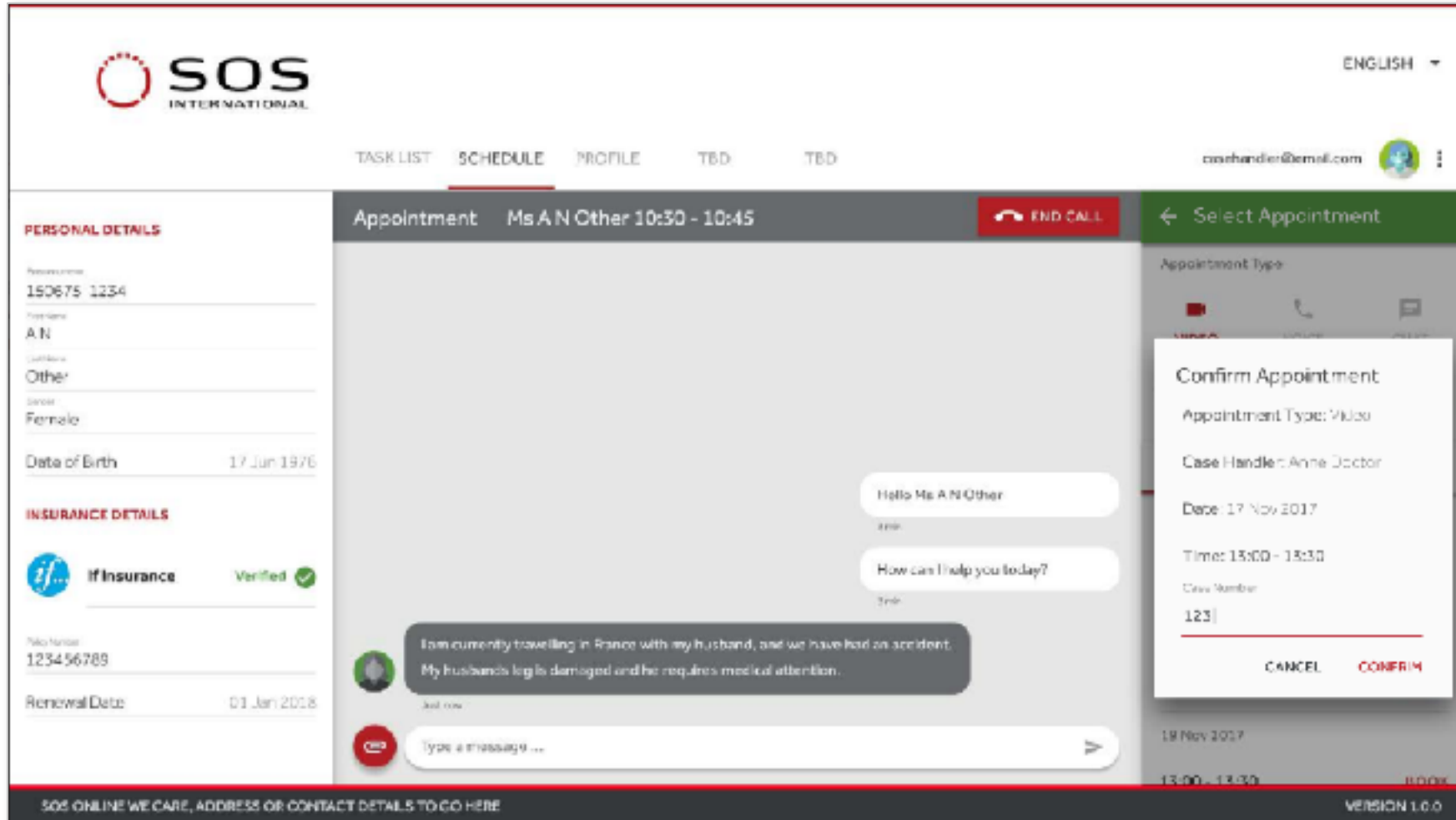
COMPLETED APPOINTMENTS

LANGUAGE: Swedish Finnish Danish Norwegian No Selection

APPOINTMENT TYPE:

	NAME USER	ID#	LANGUAGE	TYPE	AUTH STATUS	POLICY NUMBER	TIME IN QUEUE
	Madeline Brownell	2726283333	English		DRPAT	0202432	5 minutes ago
	Annika Teater	2270234155	Finnish		DRPAT	102520415	2 minutes ago

weCare user – booking details



The screenshot displays the weCare user interface. At the top left is the SOS INTERNATIONAL logo, and at the top right is the language selection set to "ENGLISH". Below the logo is a navigation bar with tabs for "TASK LIST", "SCHEDULE", "PROFILE", "TBD", and "TBD". The user's email address "casehandler@email.com" and a profile icon are visible in the top right corner.

The main content area is divided into three sections:

- PERSONAL DETAILS:** Includes fields for "Phone Number" (150675 1234), "First Name" (A N), "Last Name" (Other), "Gender" (Female), and "Date of Birth" (17 Jun 1976).
- INSURANCE DETAILS:** Features the "if... Insurance" logo with a "Verified" status, "Policy Number" (123456789), and "Renewal Date" (01 Jan 2018).
- Appointment:** Shows "Appointment Ms A N Other 10:30 - 10:45" with an "END CALL" button. A chat window contains the message: "I am currently travelling in France with my husband, and we have had an accident. My husbands leg is damaged and he requires medical attention." Below the chat is a text input field with the placeholder "Type a message ...".

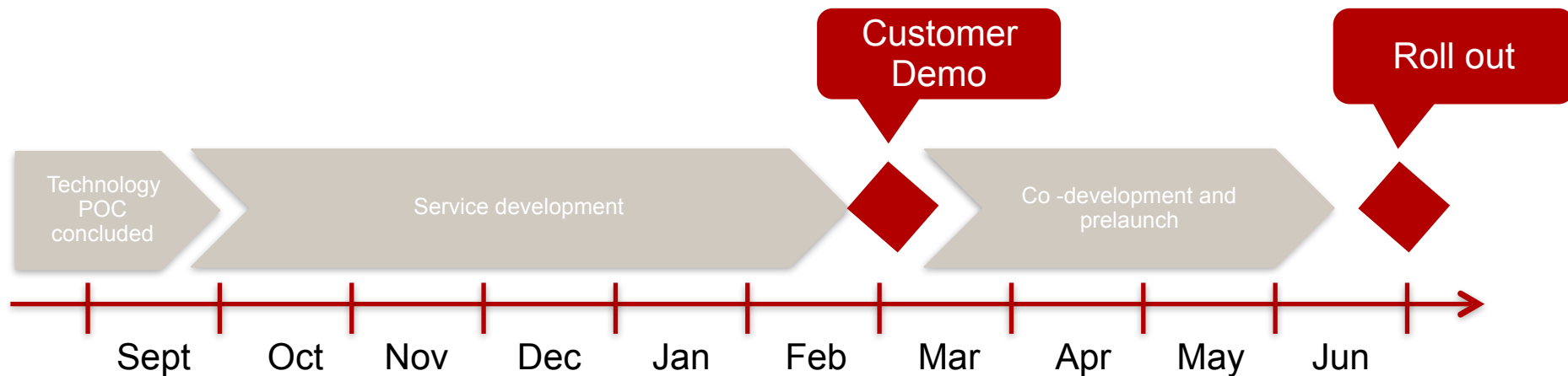
A "Select Appointment" modal is open on the right, displaying the following information:

- Appointment Type: Visit
- Case Handler: Anne Doctor
- Date: 17 Nov 2017
- Time: 15:00 - 15:30
- Case Number: 123

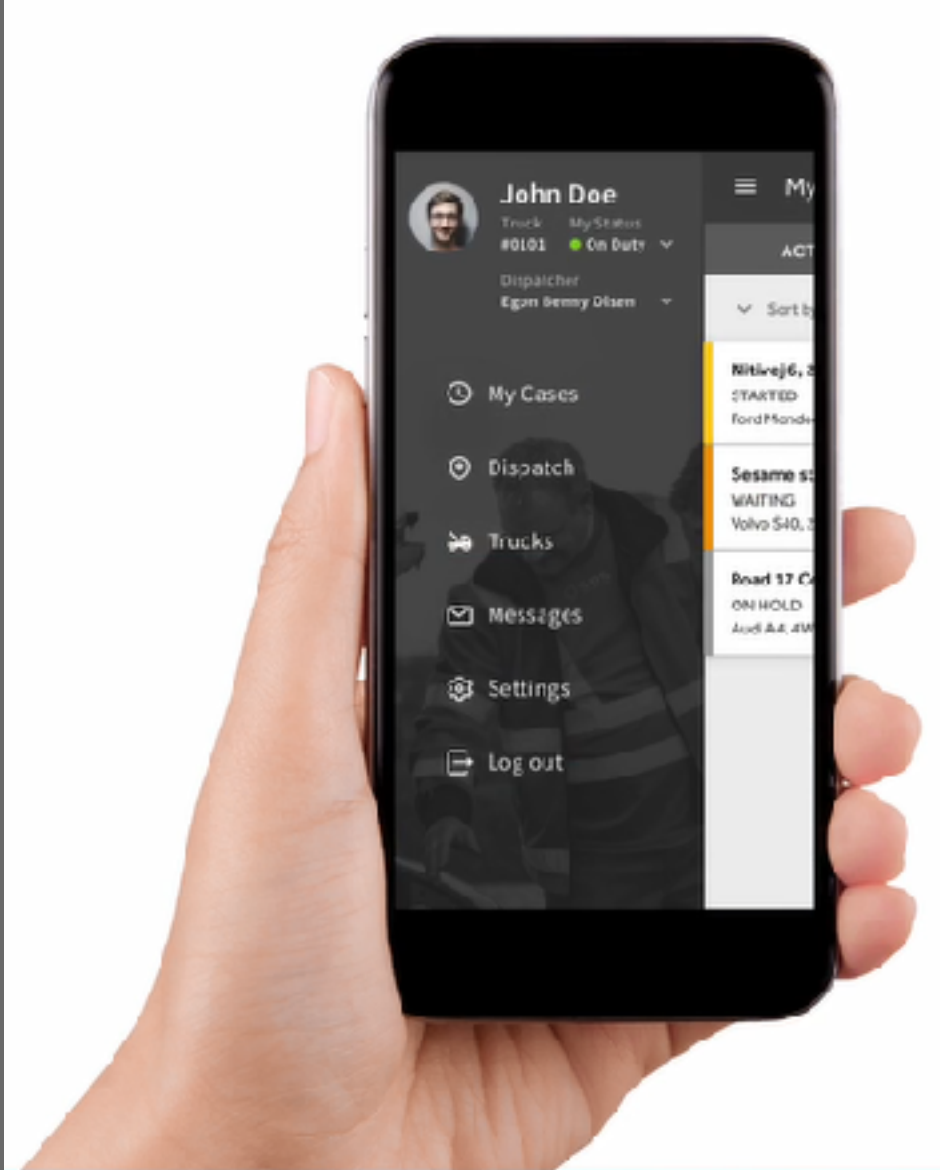
At the bottom of the screen, there is a footer with the text "SOS ONLINE WE CARE, ADDRESS OR CONTACT DETAILS TO GO HERE" on the left and "VERSION 1.0.0" on the right.

HelpMe Case background

- Product development between SOS and one large customer
- Initial content of product was made in 2015, but not executed
- Product revitalized in October 2017
- First demo prototypes ready in February
- Successful customer demo 6. of March 2018
- Nordic rollout June 2018



CASE: OnSite - New Nordic Network System

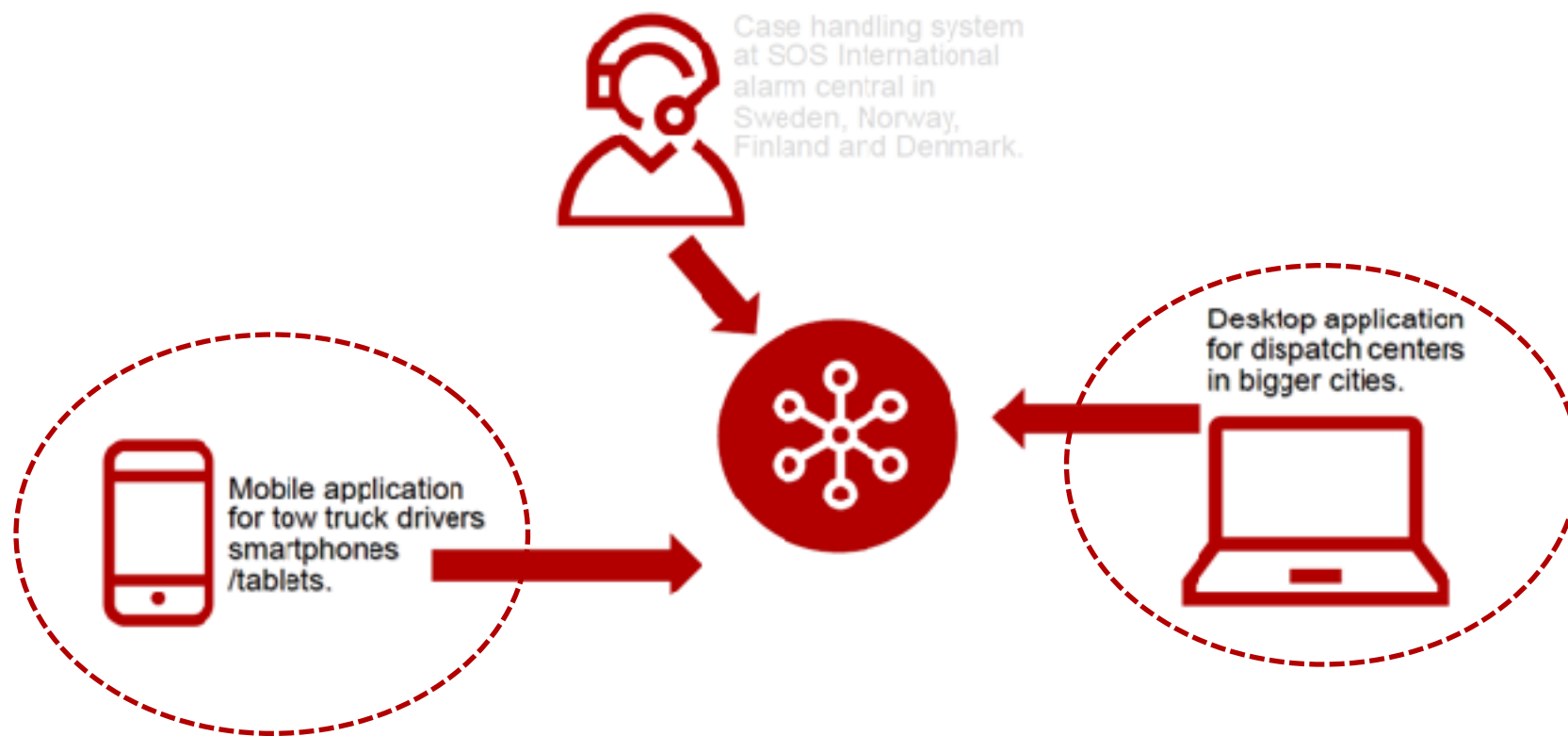


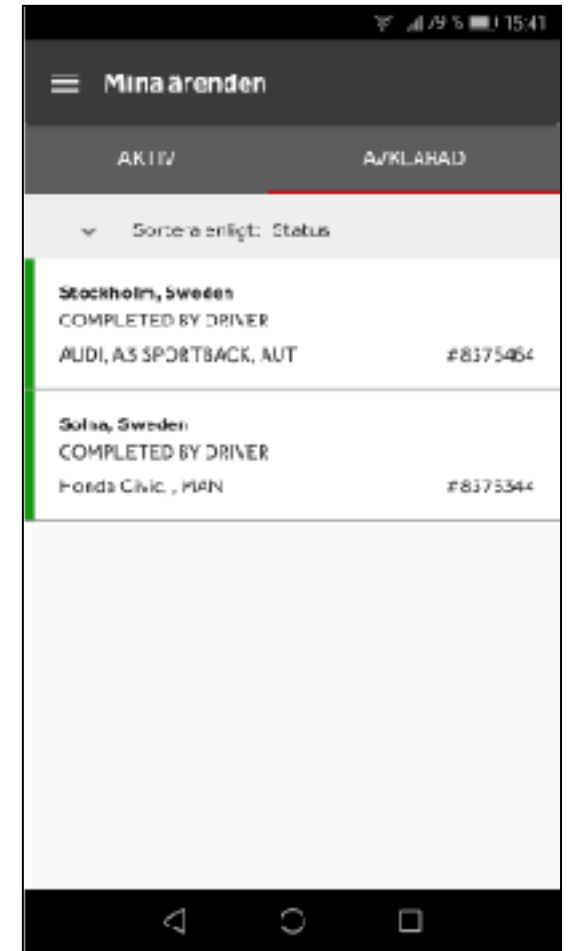
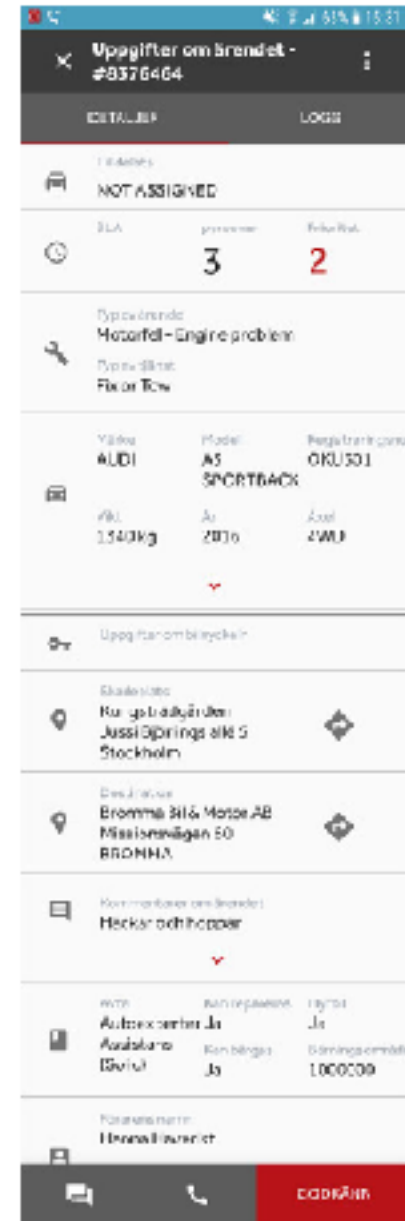
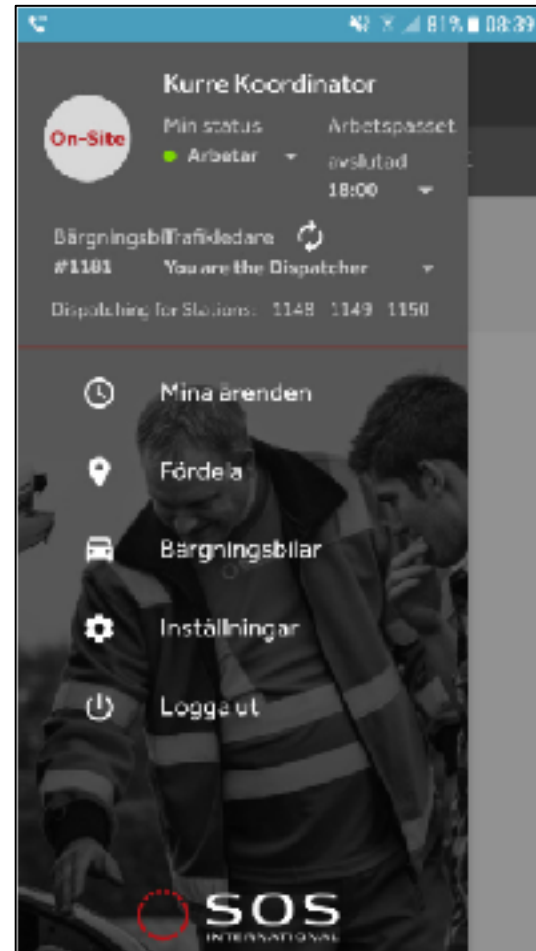
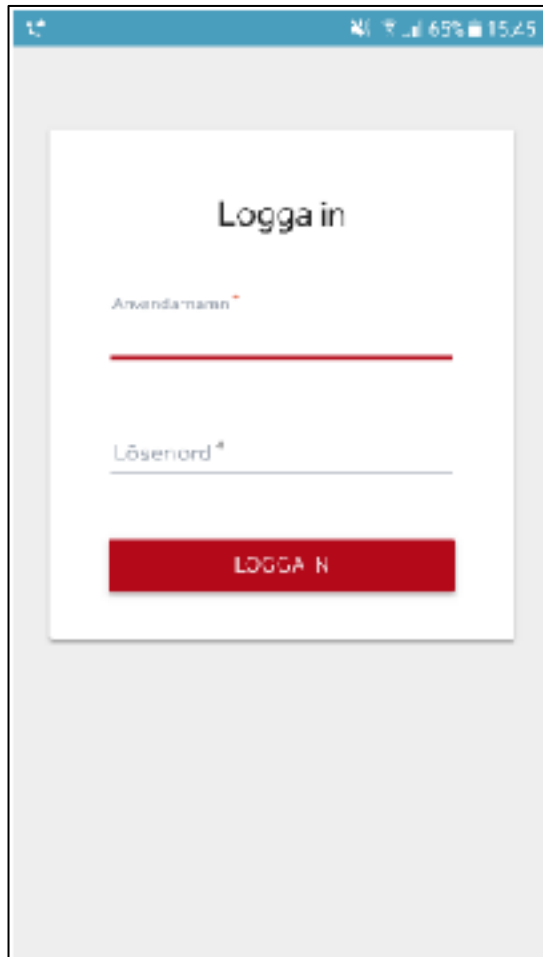
On-Site: A new common Nordic system allowing dynamic communication within the whole chain

- One Nordic Solution
- The full scope for the system was divided into phases/releases due to urgent needs in some countries
- Instant communication between alarm center, dispatching and trucks
- System with a clear overview that makes the planning of recourses easy and effective
- Administrative functions for the station, such as fleet planning, accounting, shift planning, fleet records and so on
- Easy completion of the case & cost control functions
- An application that is so user friendly that a minimal amount of training is needed



What we wanted to build

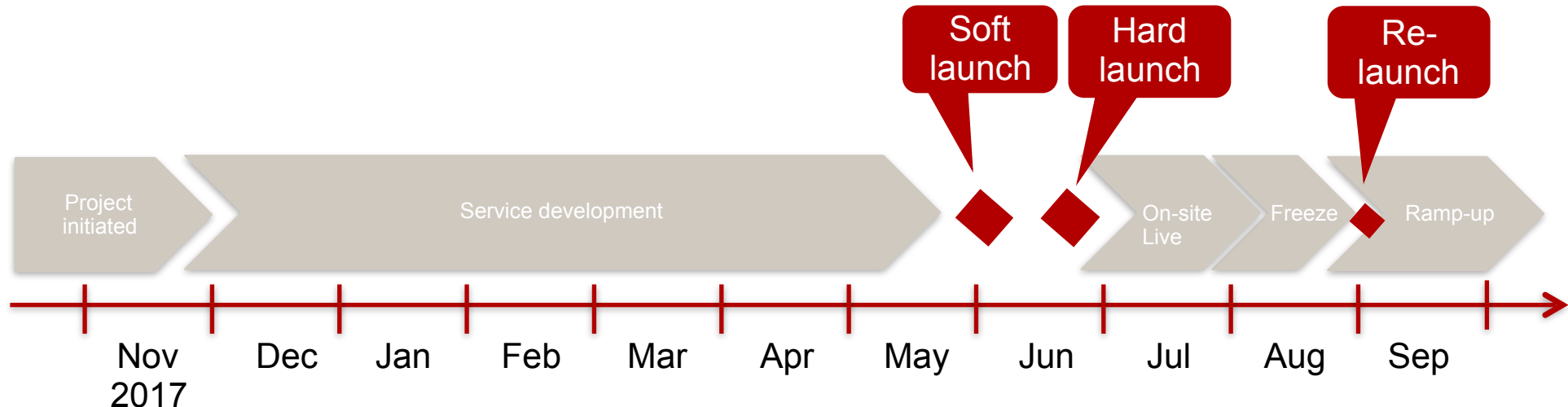




On-Site case background

- Product development between SOS, CGI and Red Hat
- Project start in November 2017
- Soft launch June 4th 2018 with 16 stations
- Hard launch June 18th 2018
- Number of active stations before “freeze” (On-Site not used) for stabilization in the beginning of August: 60 stations
- Number of active stations now, since re-launch, August 24th: 20
- Re-launch continues continuously and the goal is to have all stations live end September

App. 3500 cases processed since launch





**Start right...
... or don't start**



Spend (more) time on architecture

**Mobilize the right team...
...and keep adding to it**



**Never underestimate the
power of a good story**



Drottninggatan
94-92 In Gångväg Inå

WHYRED

WHYRED

WHYRED

WHYRED

Selection







Thank you for listening!

