





# SOS International

- Peer Kjelder Rasmussen, CIO

Red Hat forum, Stockholm



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...

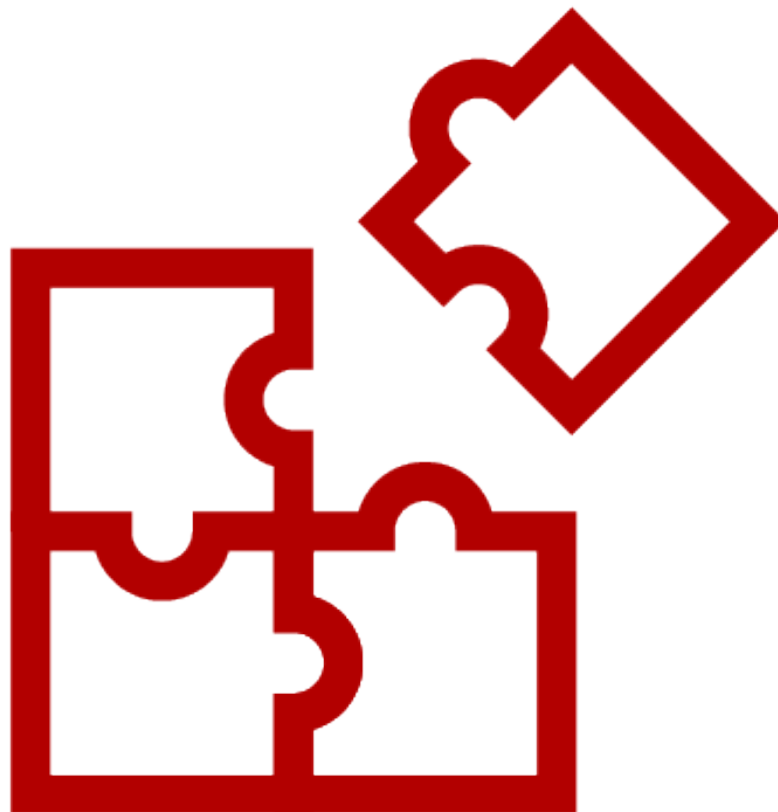


# Billy Connolly

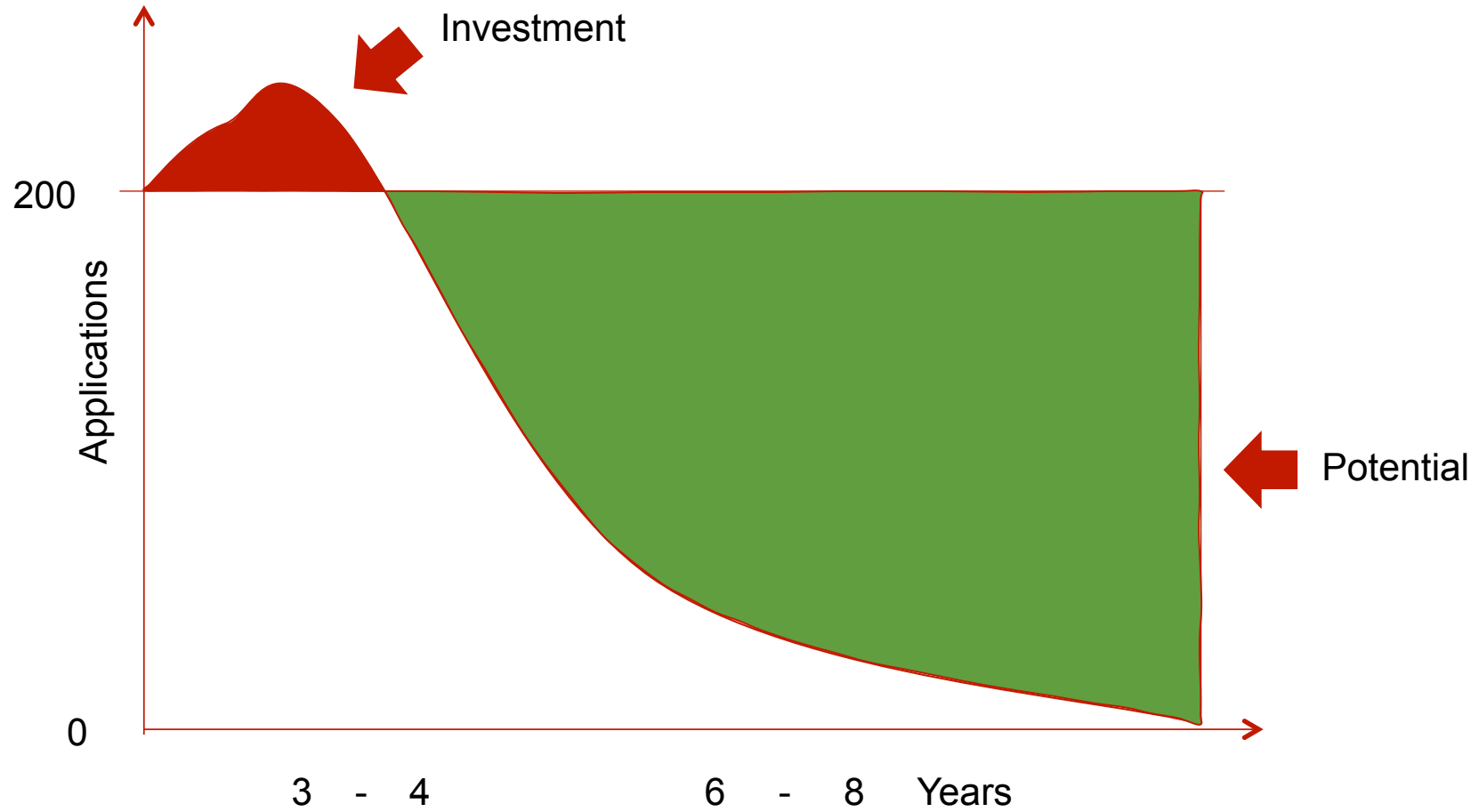
Scottish comedian



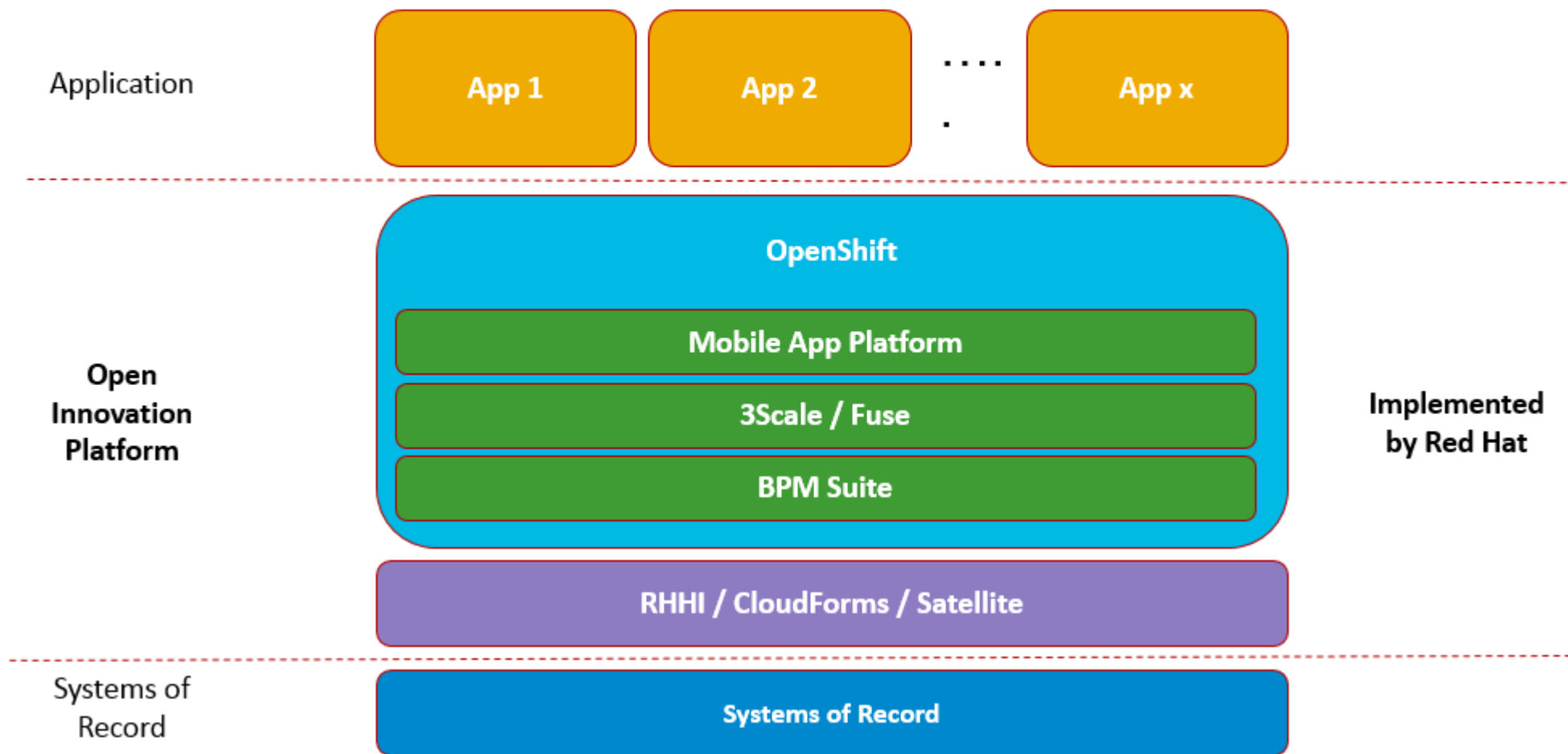
**...this calls for an agile IT platform and a lot of rethinking!**



# Applications over time



# OPEN INNOVATION PLATFORM

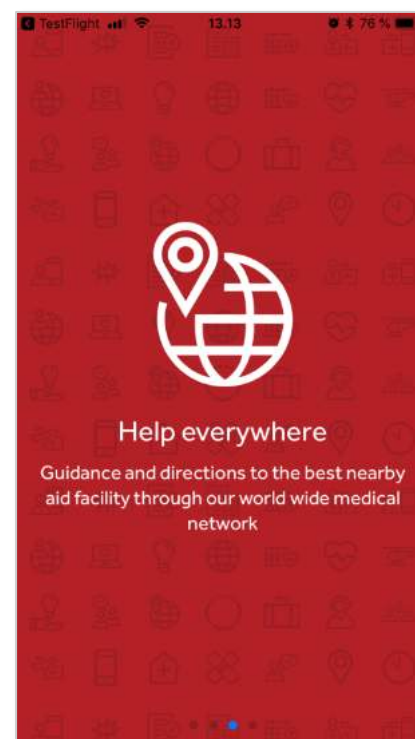
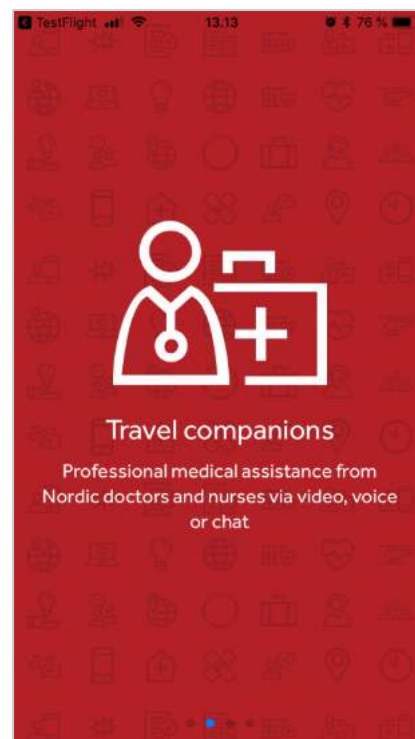




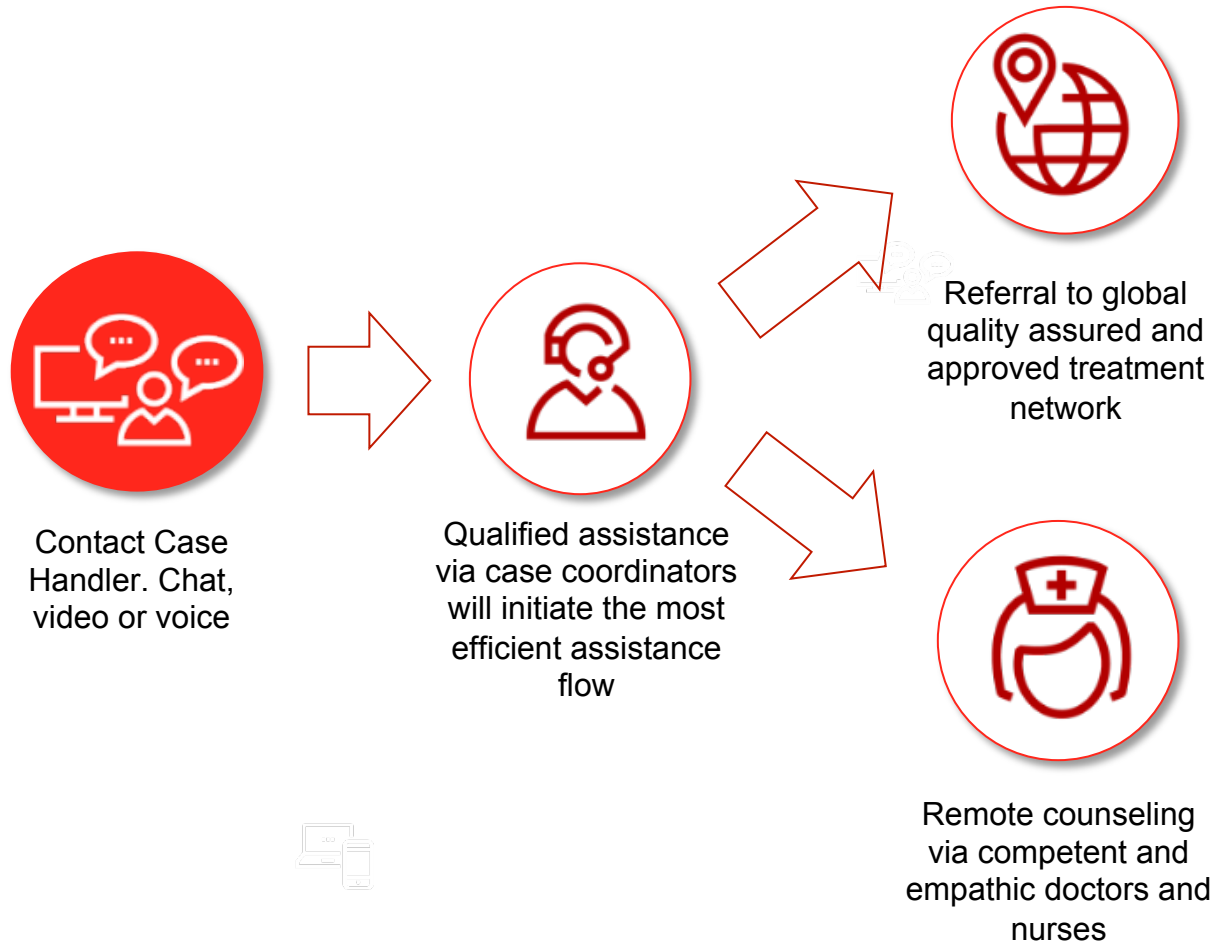
# CASE: Remote Medical treatment



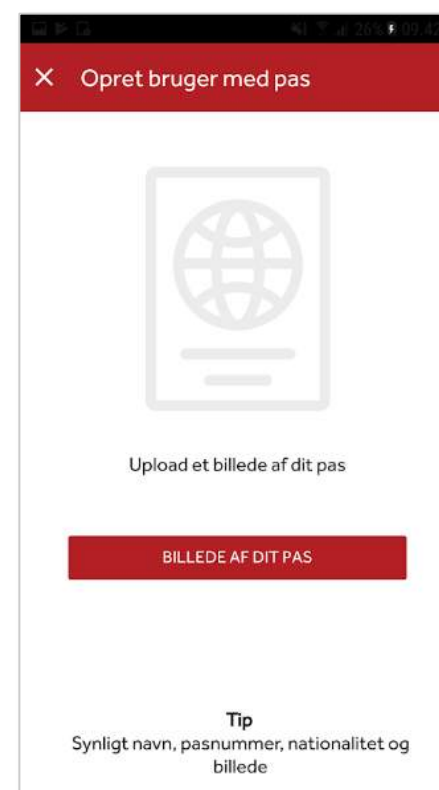
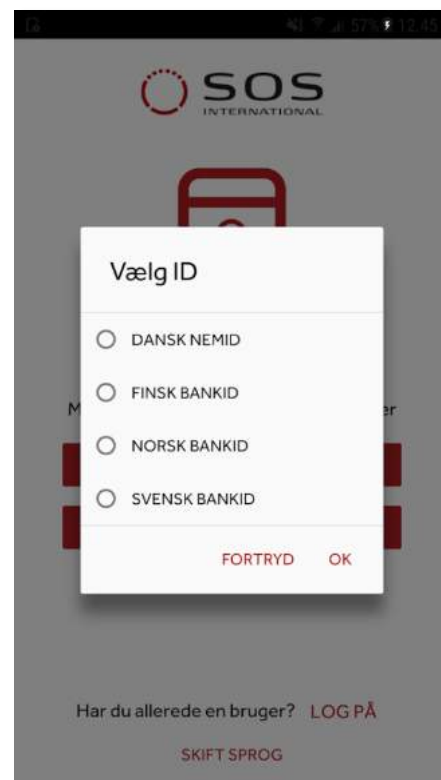
# HelpMe – online medical assistance



# Remote contact via Chat, Video or Voice

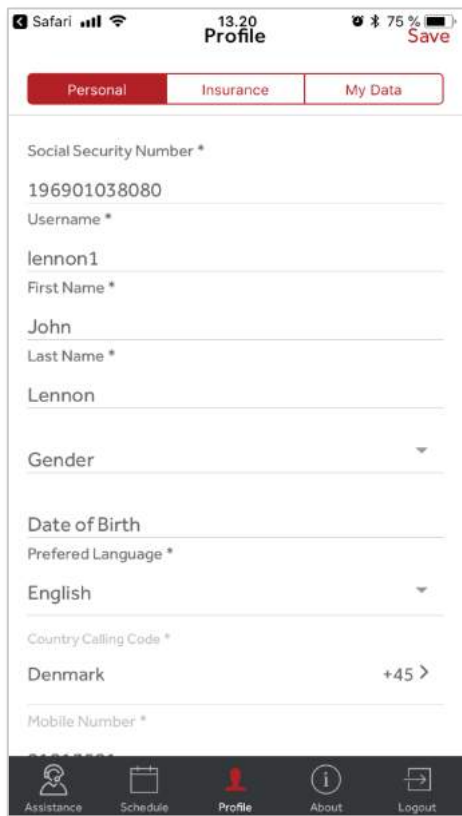


# Authentication with digital id or passport





## Create profile and login with username and password



**Profile**

Personal Insurance My Data

Social Security Number \*  
196901038080

Username \*  
lennon1

First Name \*  
John

Last Name \*  
Lennon

Gender

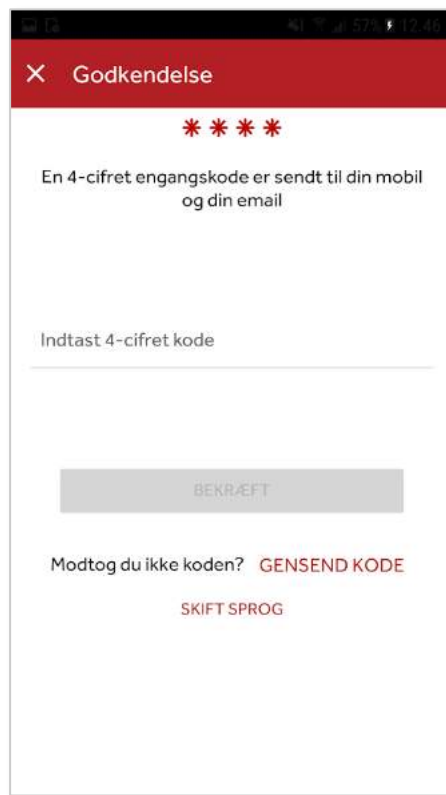
Date of Birth

Preferred Language \*  
English

Country Calling Code \*  
Denmark +45 >

Mobile Number \*

Assistance Schedule Profile About Logout



**Godkendelse**

\*\*\*\*

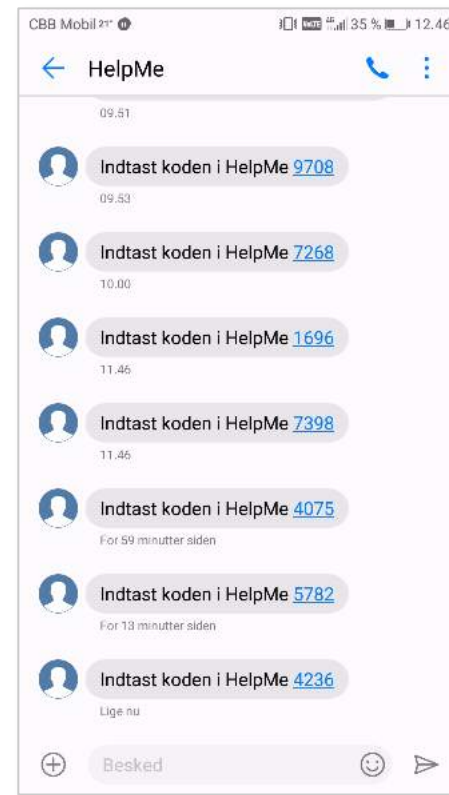
En 4-cifret engangskode er sendt til din mobil og din email

Indtast 4-cifret kode

BEKRÆFT

Modtog du ikke koden? **GENSEND KODE**

**SKIFT SPROG**



**HelpMe**

09:51

Indtast koden i HelpMe [9708](#)

09:53

Indtast koden i HelpMe [7268](#)

10:00

Indtast koden i HelpMe [1696](#)

11:46

Indtast koden i HelpMe [7398](#)

11:46

Indtast koden i HelpMe [4075](#)

For 59 minutter siden

Indtast koden i HelpMe [5782](#)

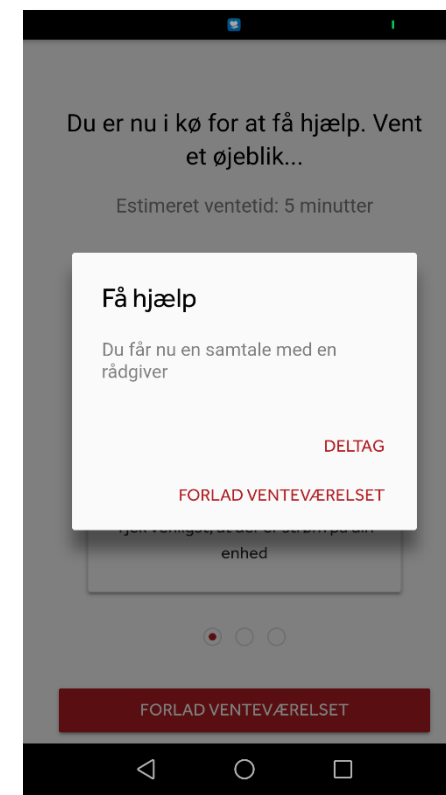
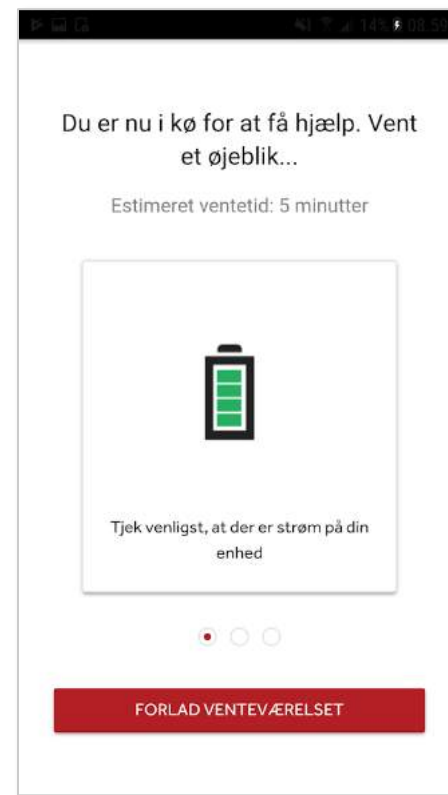
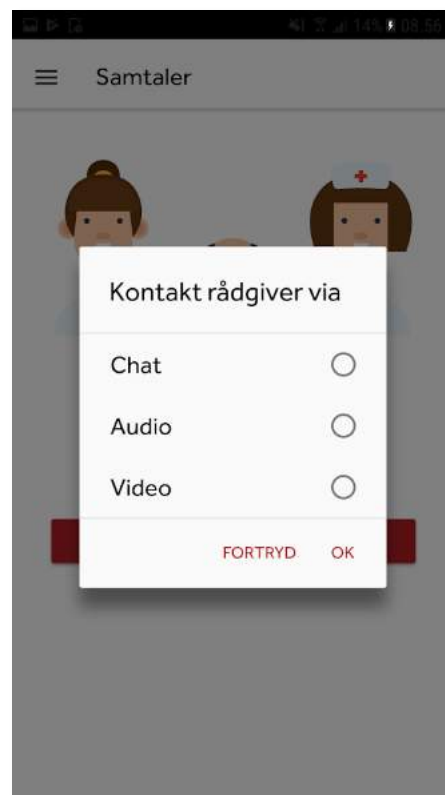
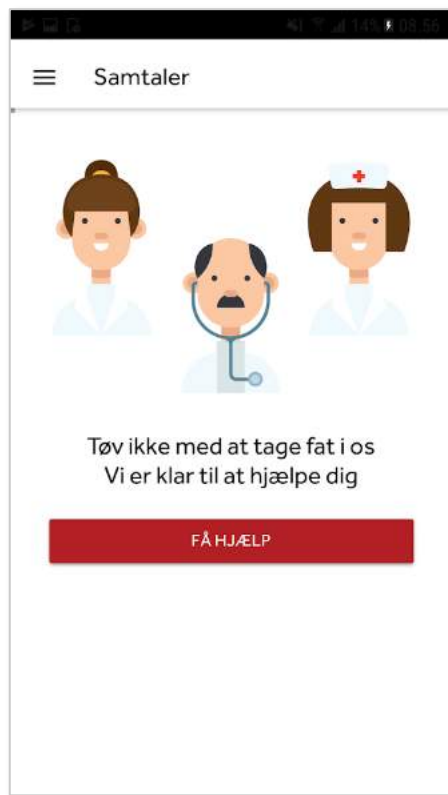
For 13 minutter siden

Indtast koden i HelpMe [4236](#)

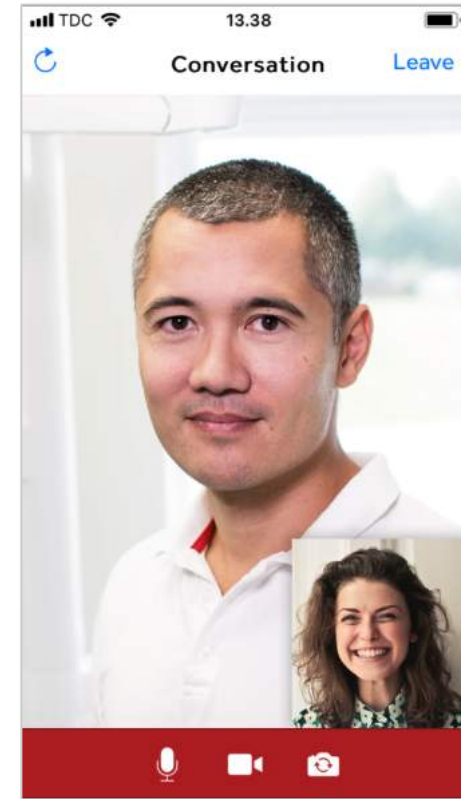
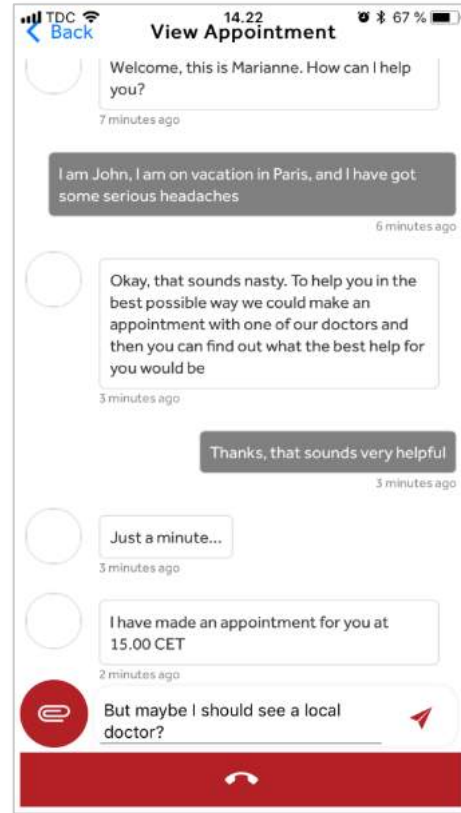
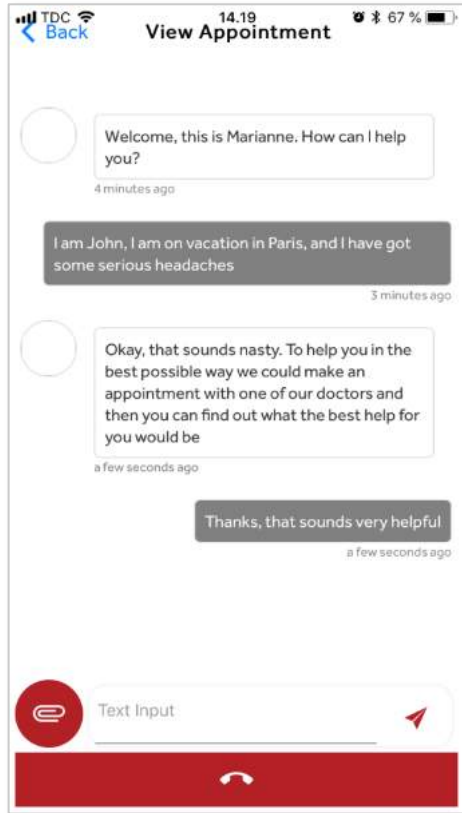
Lige nu

Besked

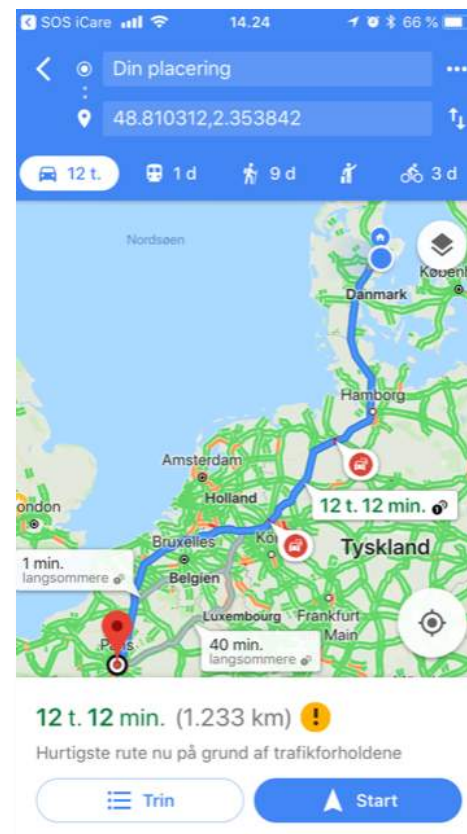
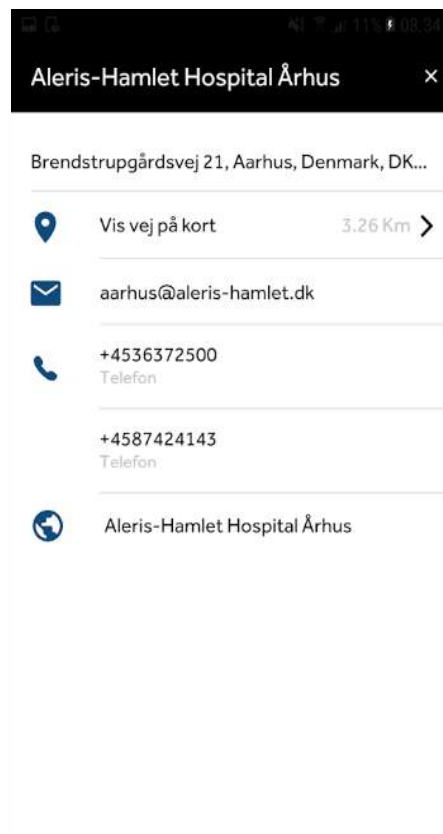
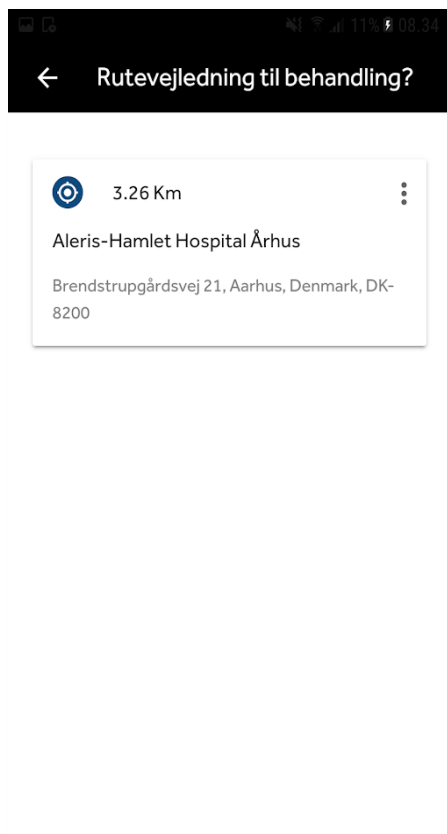
# Get assistance and waiting in queue



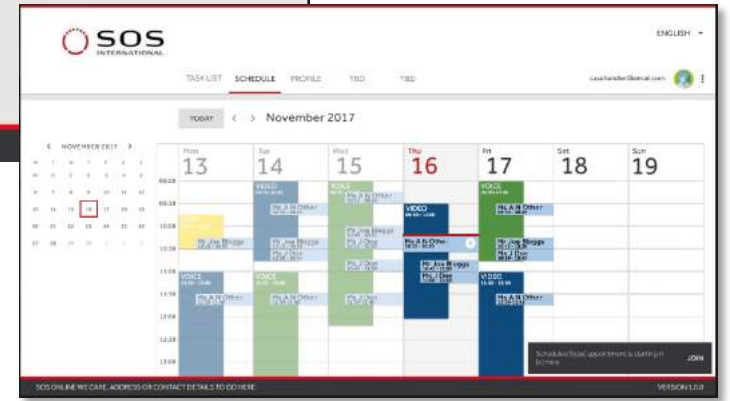
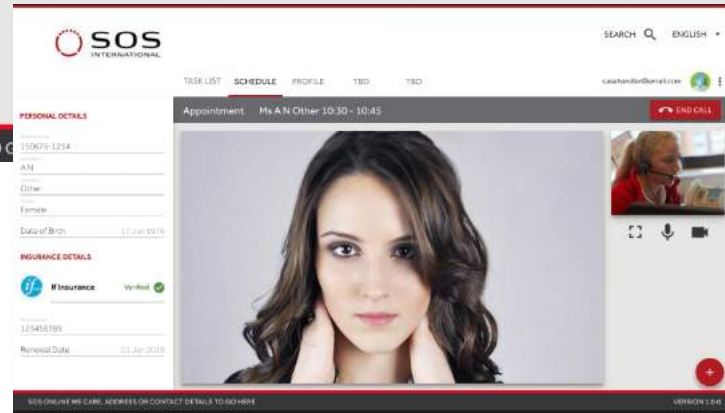
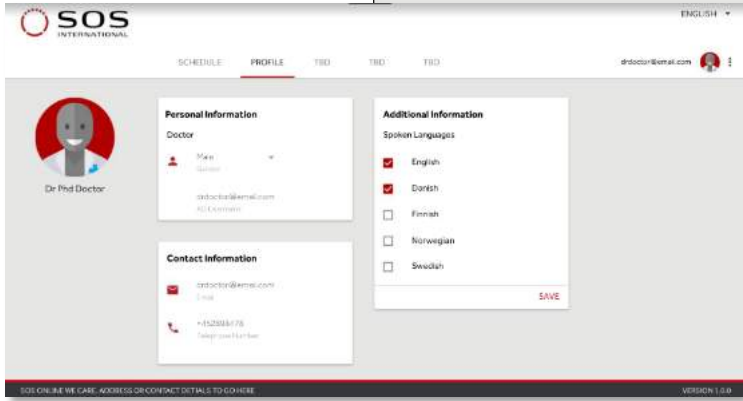
# Assistance by chat, video or voice



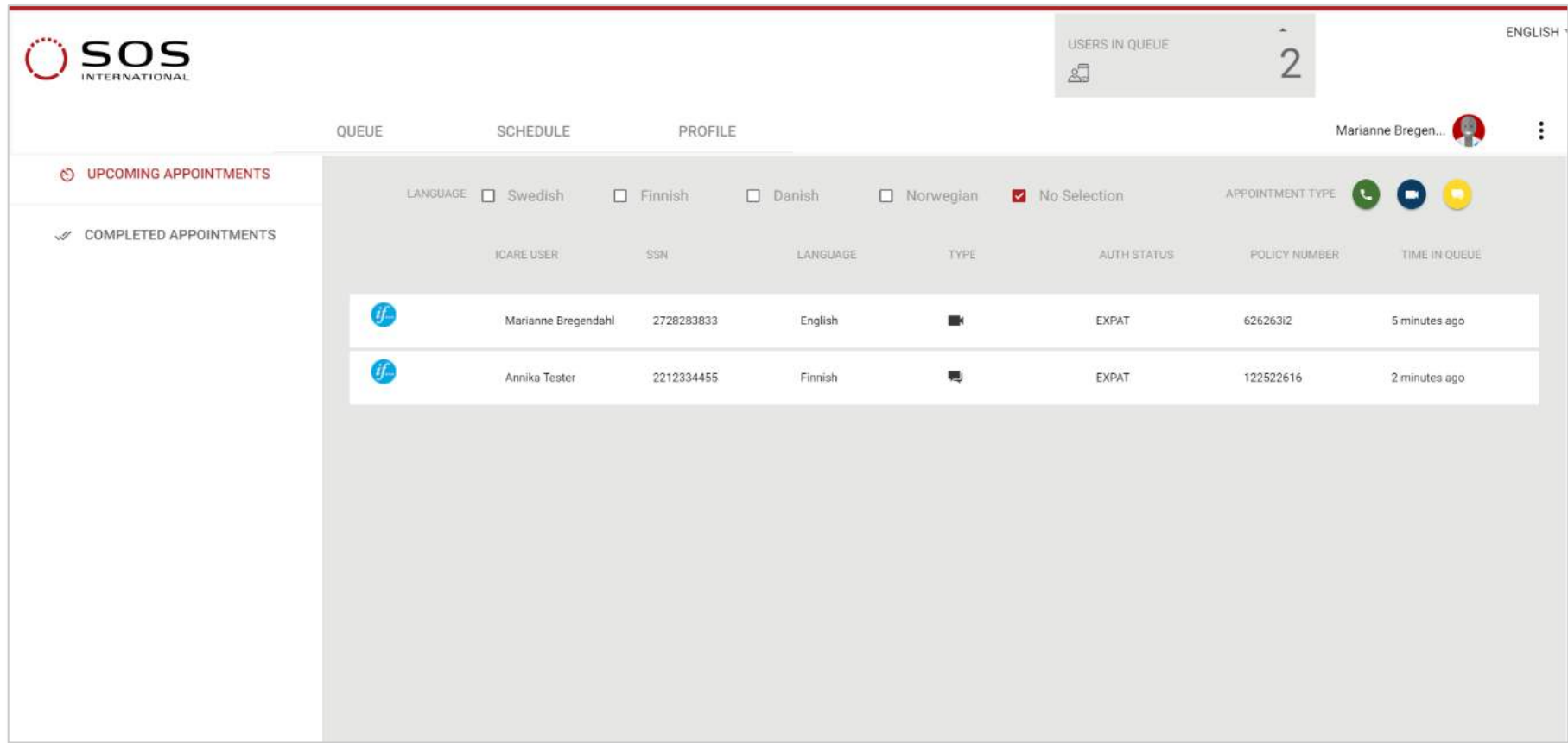
# Directions to nearby aid facilities









# Case handlers' queue












 USERS IN QUEUE 2
ENGLISH

QUEUE    SCHEDULE    PROFILE
Marianne Bregen... 

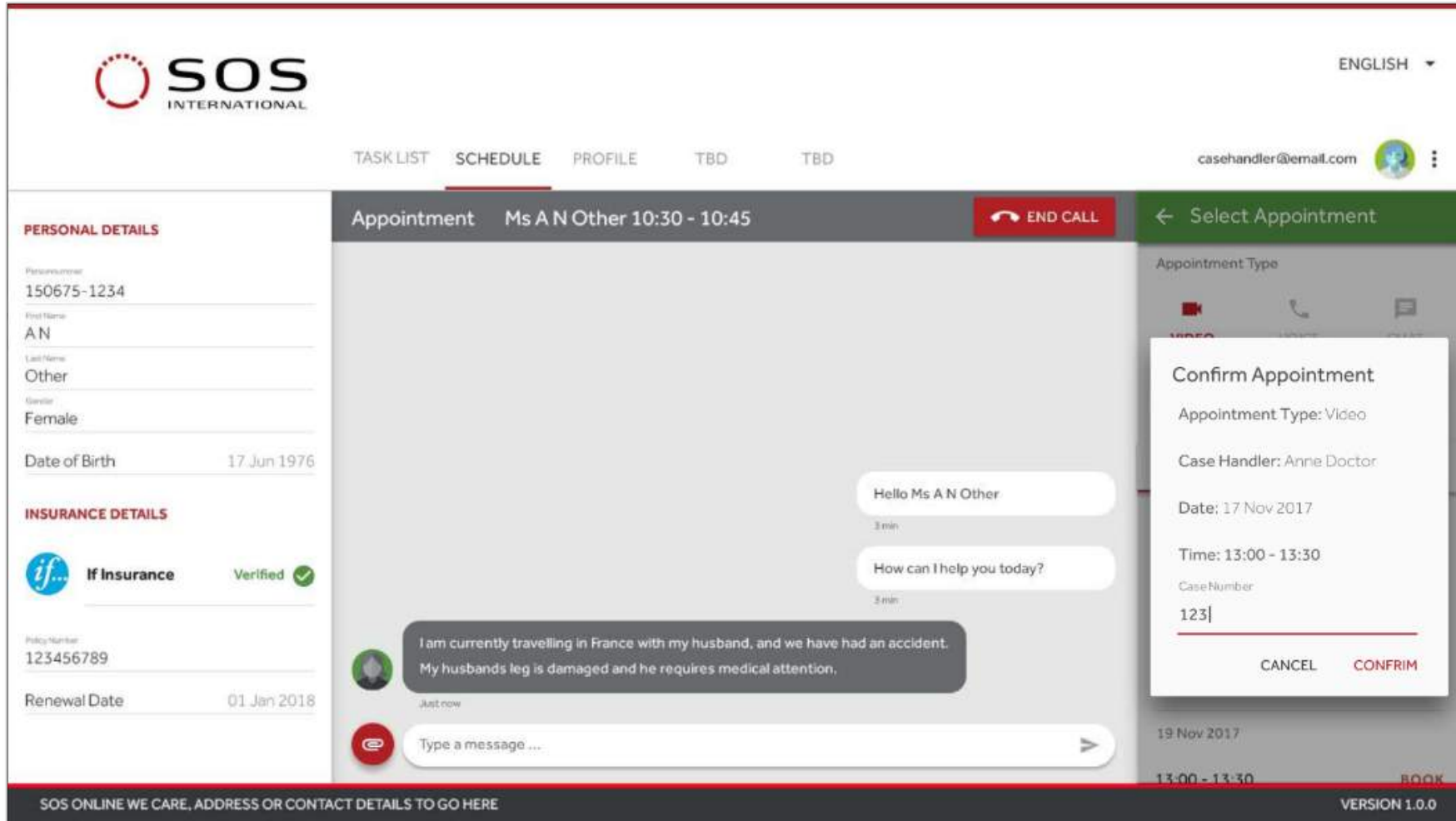
🕒 UPCOMING APPOINTMENTS

✓ COMPLETED APPOINTMENTS

LANGUAGE:  Swedish     Finnish     Danish     Norwegian     No Selection   
 APPOINTMENT TYPE:   

ICARE USER	SSN	LANGUAGE	TYPE	AUTH STATUS	POLICY NUMBER	TIME IN QUEUE
 Marianne Bregendahl	2728283833	English		EXPAT	62626312	5 minutes ago
 Annika Tester	2212334455	Finnish		EXPAT	122522616	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 'ENGLISH'. Below the logo are navigation tabs: TASK LIST, SCHEDULE (highlighted), PROFILE, TBD, and TBD. The user's email 'casehandler@email.com' and a profile icon are visible in the top right.

The main content area is divided into three sections:

- PERSONAL DETAILS:** Includes fields for Personnummer (150675-1234), First Name (A N), Last Name (Other), Gender (Female), and Date of Birth (17 Jun 1976).
- INSURANCE DETAILS:** Features the 'if...' logo, 'If Insurance' status (Verified with a green checkmark), 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 following messages:
  - System: 'Hello Ms A N Other' (3 min)
  - System: 'How can I help you today?' (3 min)
  - User: '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.' (Just now)

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

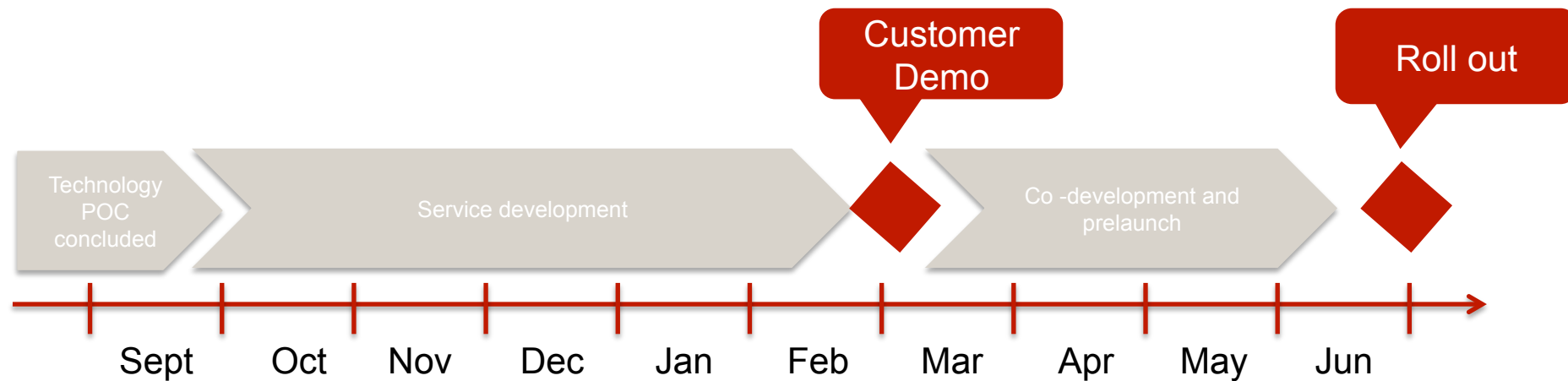
- Appointment Type: Video
- Case Handler: Annie Doctor
- Date: 17 Nov 2017
- Time: 13:00 - 13:30
- Case Number: 123

Buttons for 'CANCEL' and 'CONFIRM' are at the bottom of the modal. Below the modal, a date '19 Nov 2017' and a time slot '13:00 - 13:30' with a 'BOOK' button are visible.

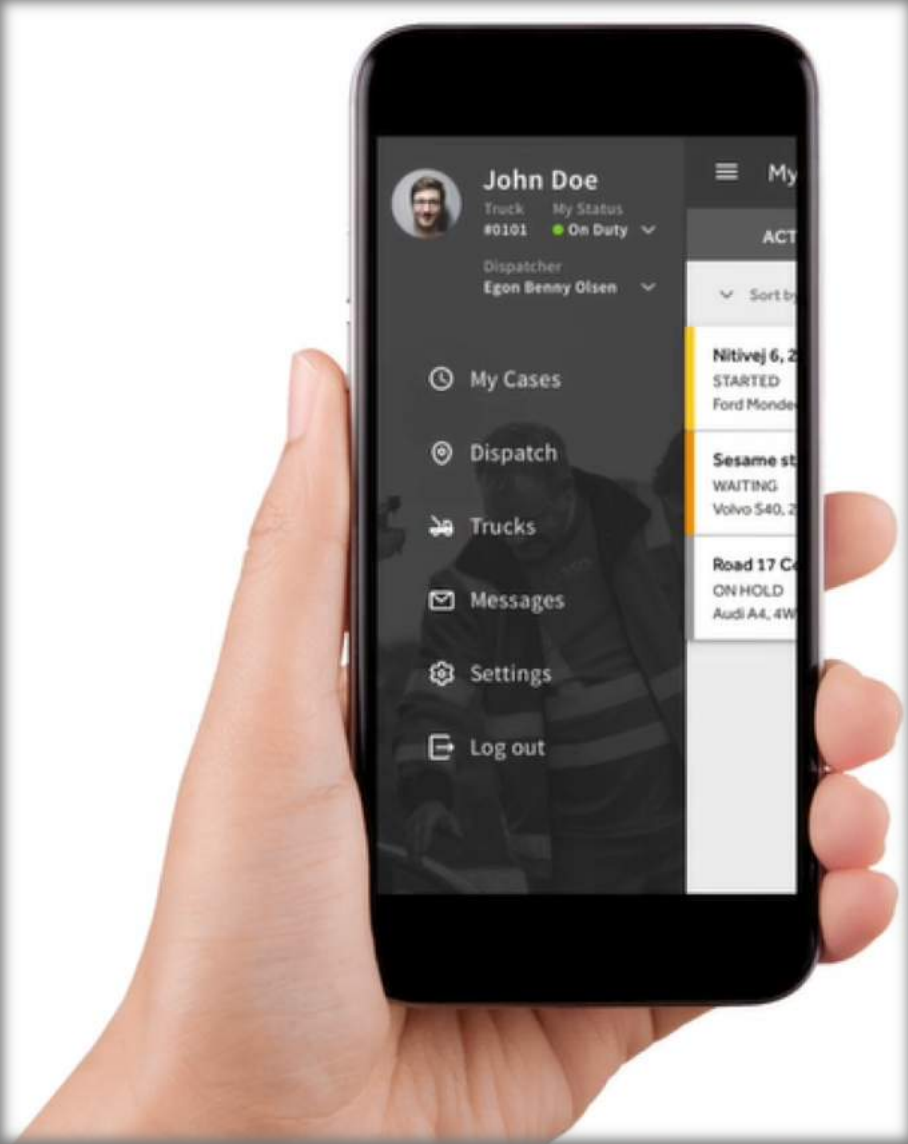
At the bottom of the screen, there is a footer with the text 'SOS ONLINE WE CARE, ADDRESS OR CONTACT DETAILS TO GO HERE' on the left and 'VERSION 1.0.0' on the right.

## 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

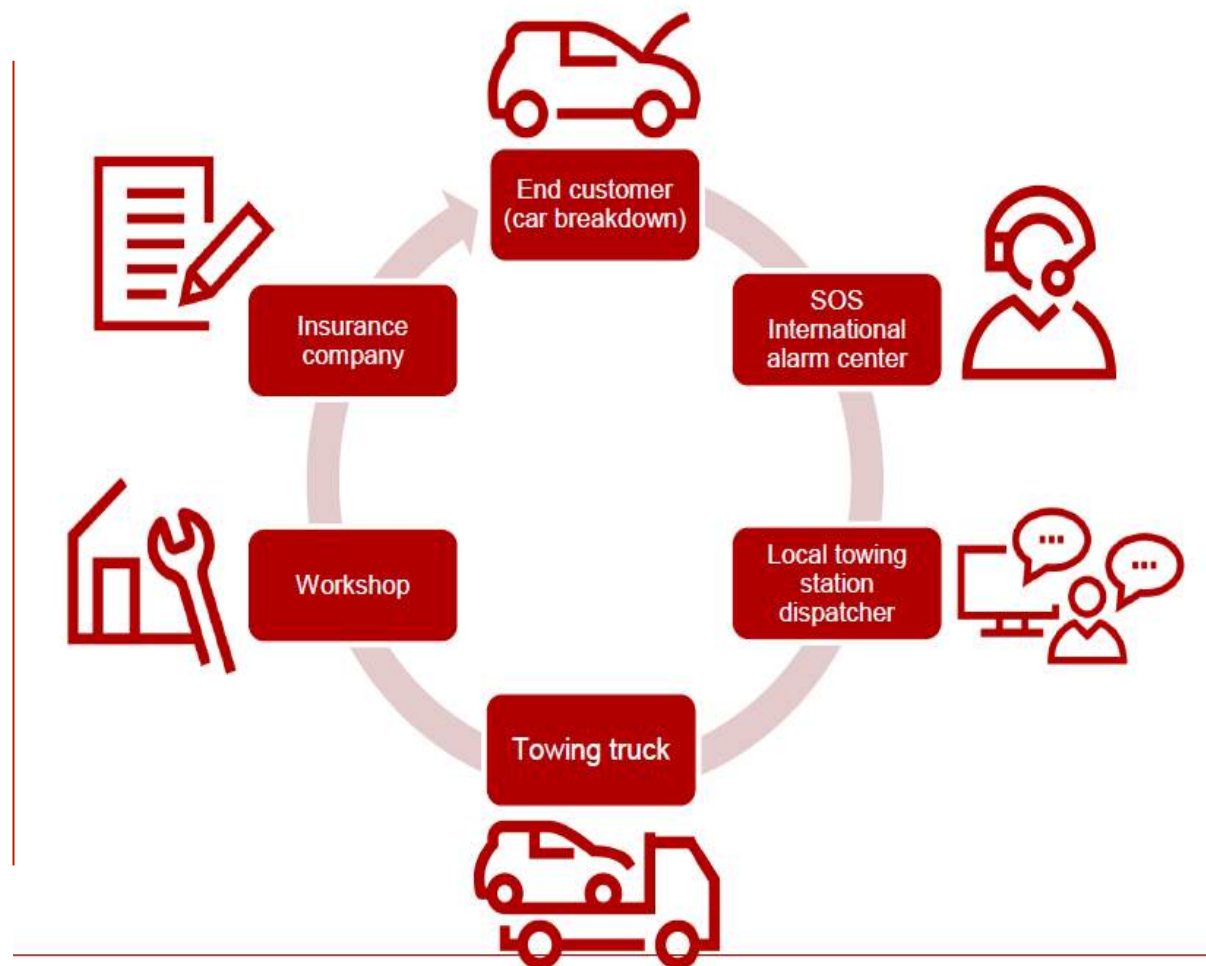


# CASE: On-Site - New Nordic Network System

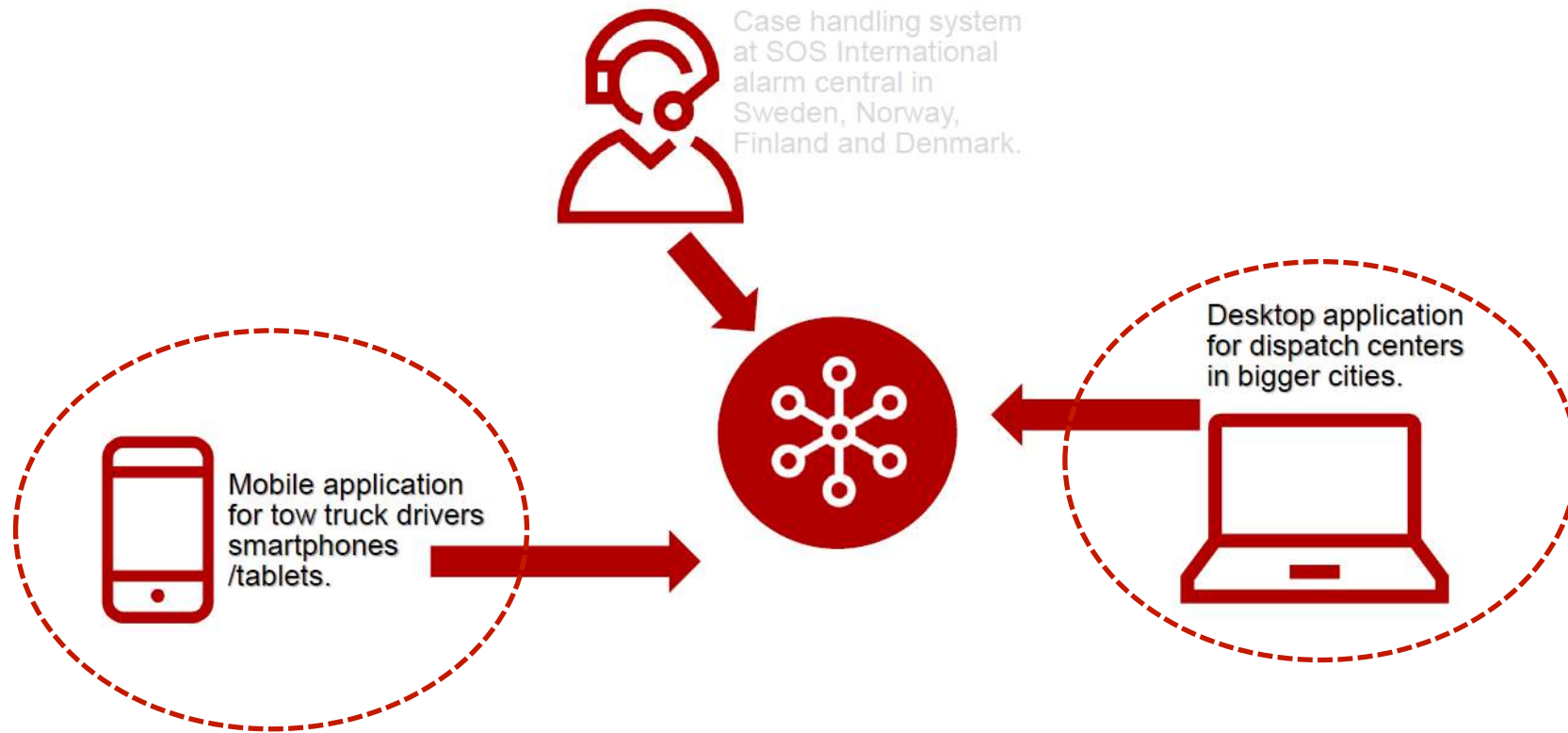


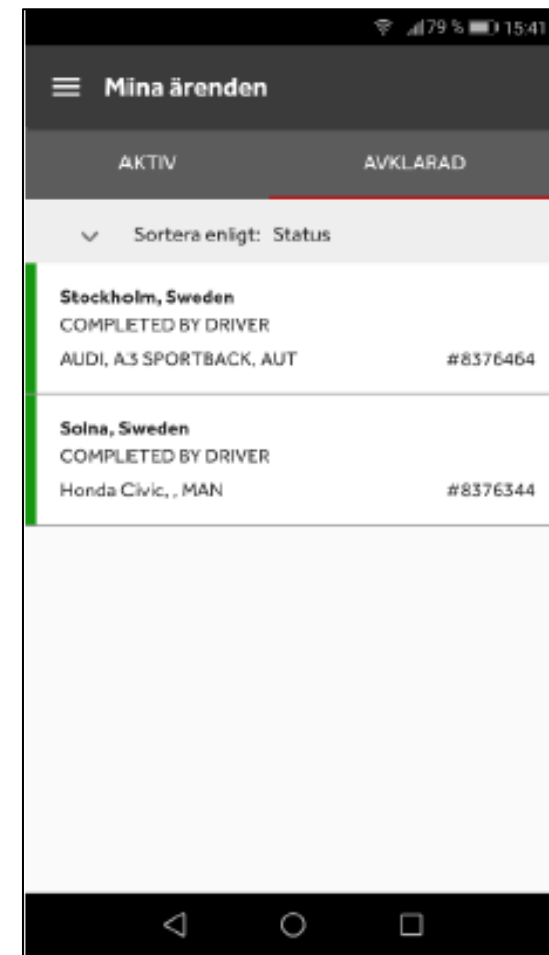
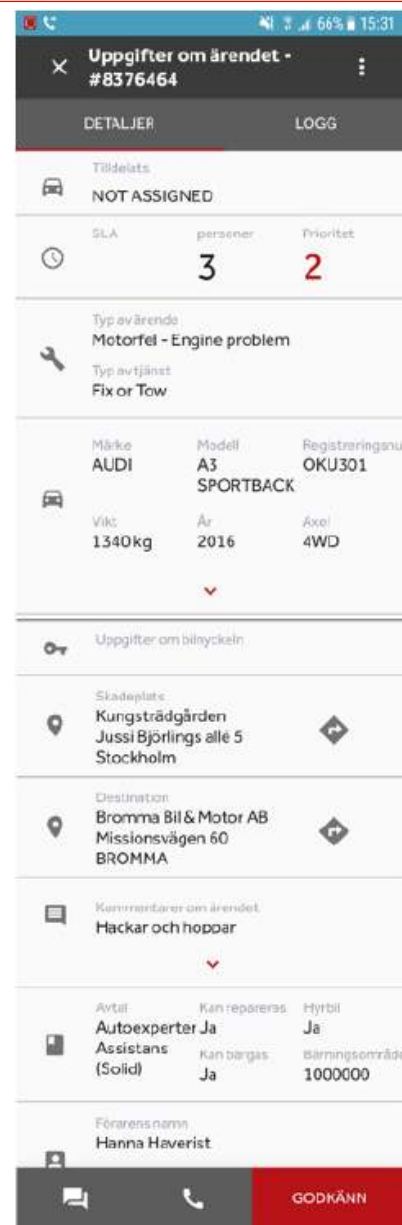
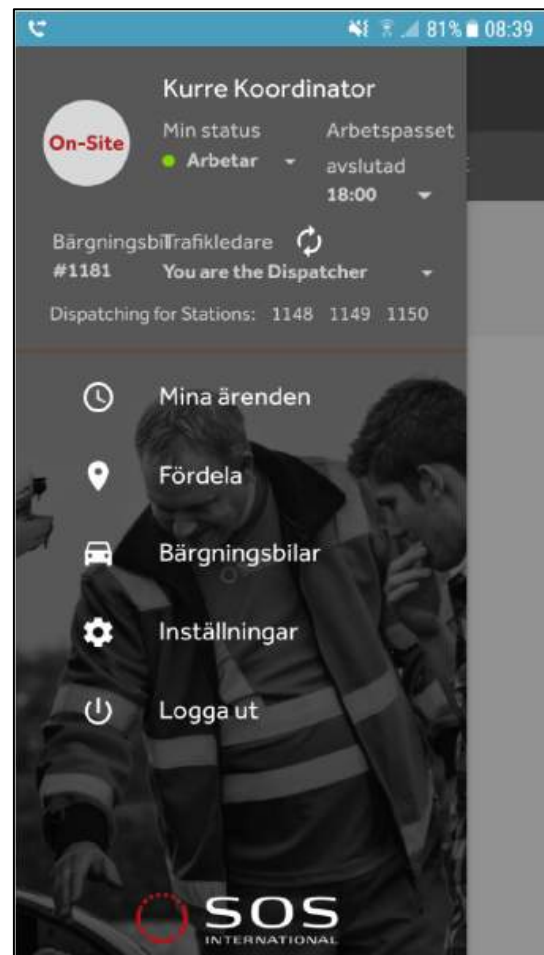
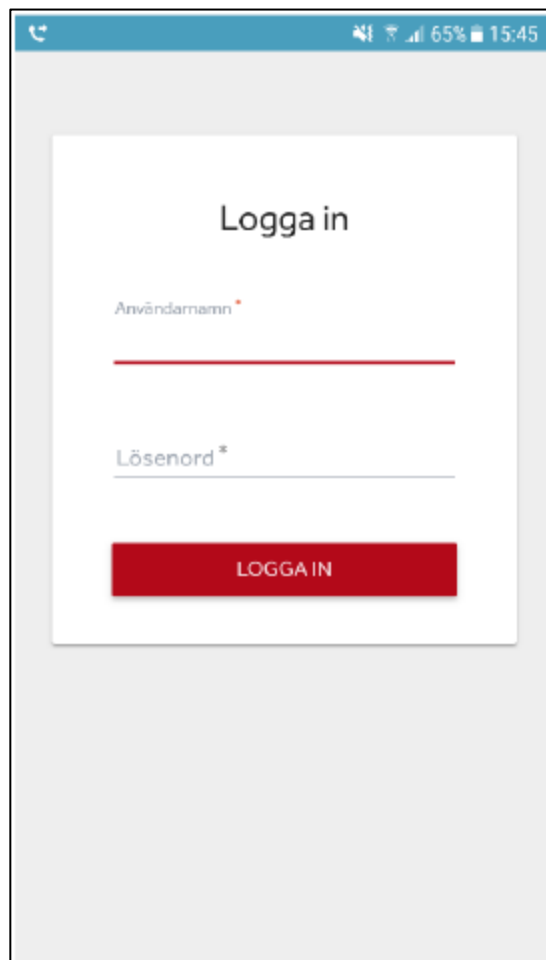
# On-Site: A new common Nordic system allowing dynamic communication within the whole chain

- 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 needed to build



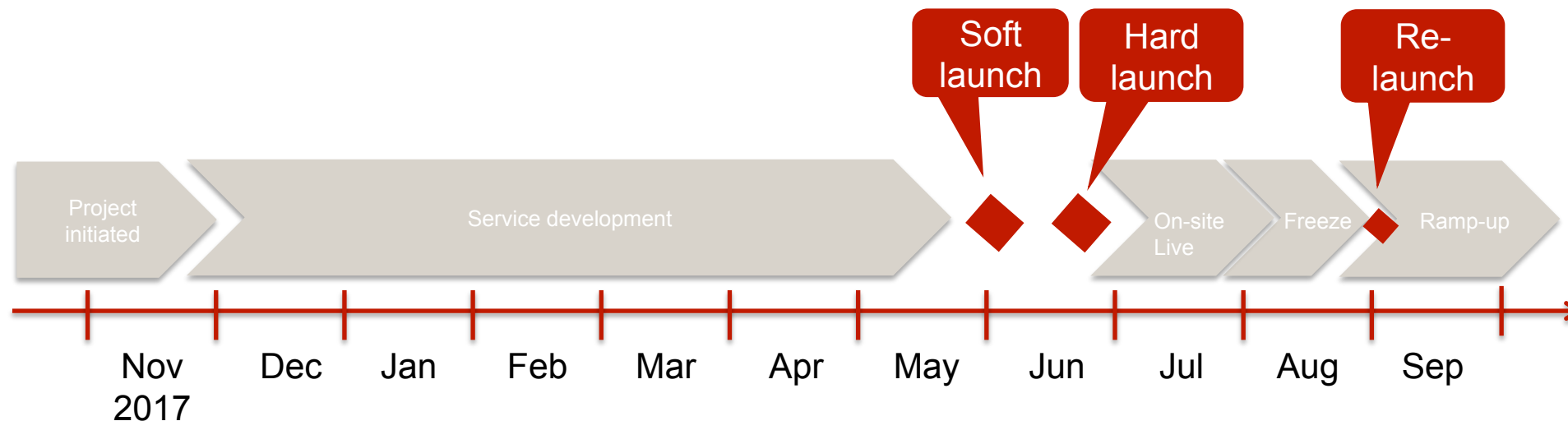




## On-Site case background

- Product development between SOS, CGI and Red Hat
- Project start in November 2017
- Soft launch June 4<sup>th</sup> 2018 with 16 stations
- Hard launch June 18<sup>th</sup> 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 24<sup>th</sup>: 20
- Re-launch continues continuously and the goal is to have all stations live end September

App. 3500 cases processed since launch



A male athlete is captured in a starting crouch on a running track. He is wearing a white and black athletic singlet, black shorts with red accents, and grey and red running shoes. His hands are on the ground, and his body is low to the track. The background shows a clear blue sky with scattered white clouds and a distant mountain range. The track has white lane markings.

**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 kv. Grönlandet Södra

# WHYRED

WHYRED

WHYRED


WHYRED  
*Selection*

REDCRE









**Culture doping  
- How do I tap in?**





# Thanks for listening!





# SOS International A/S

- Peer Kjelder Rasmussen, CIO

Red Hat forum - Copenhagen