



SOS International

- Peer Kjelder Rasmussen, CIO

Red Hat forum, Copenhagen



Roadside assistance



Healthcare



Travel



1961



1+ million
total cases



37
languages



10.000+ providers
20 service offices
4 exclusive offices

An assistance industry in transformation...

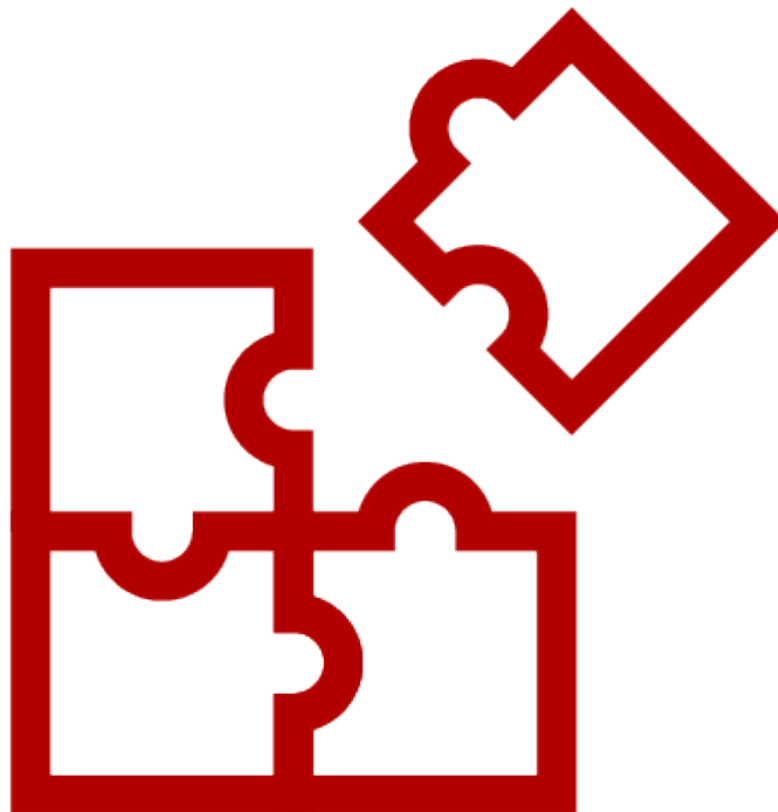


Billy Connolly

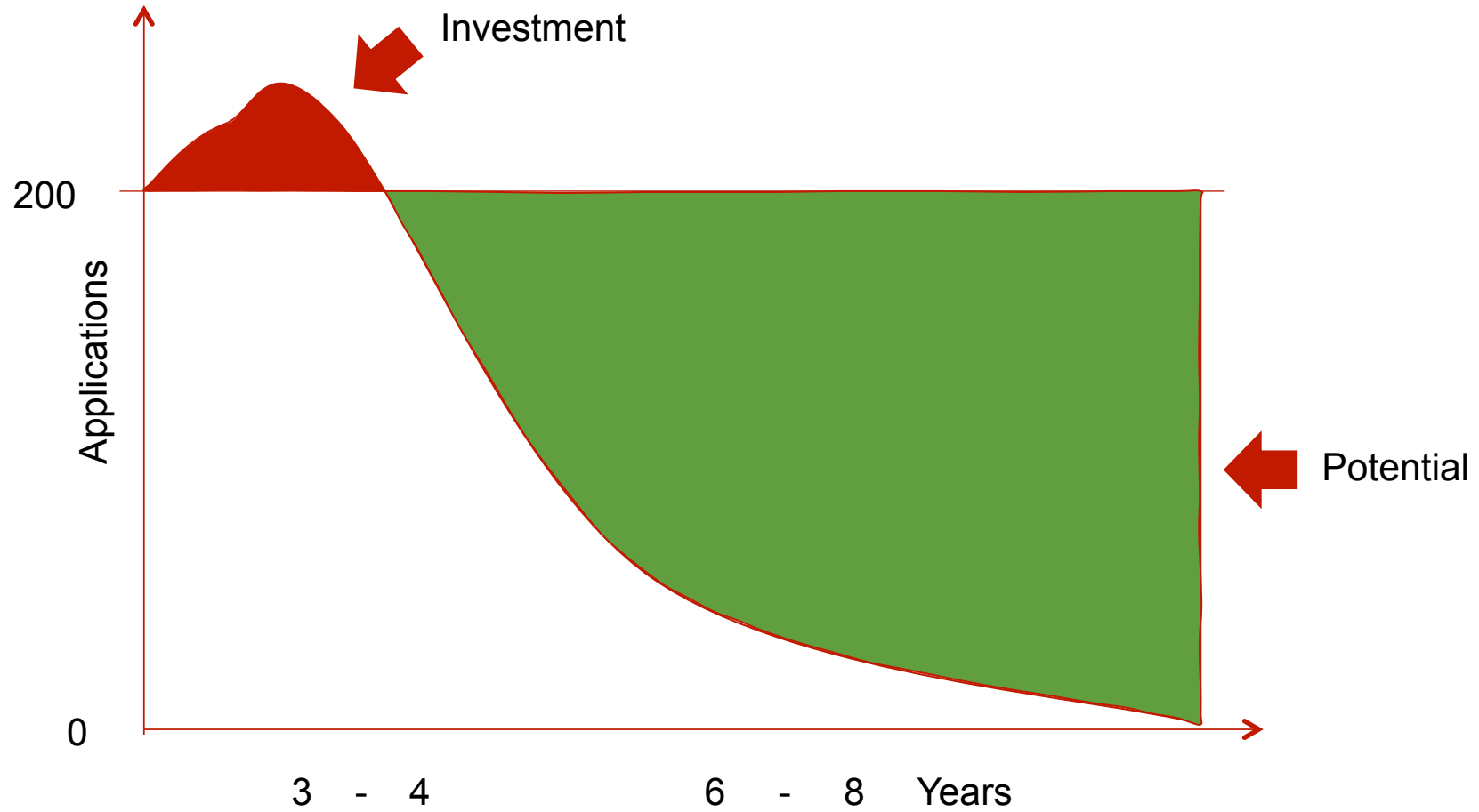
Scottish comedian



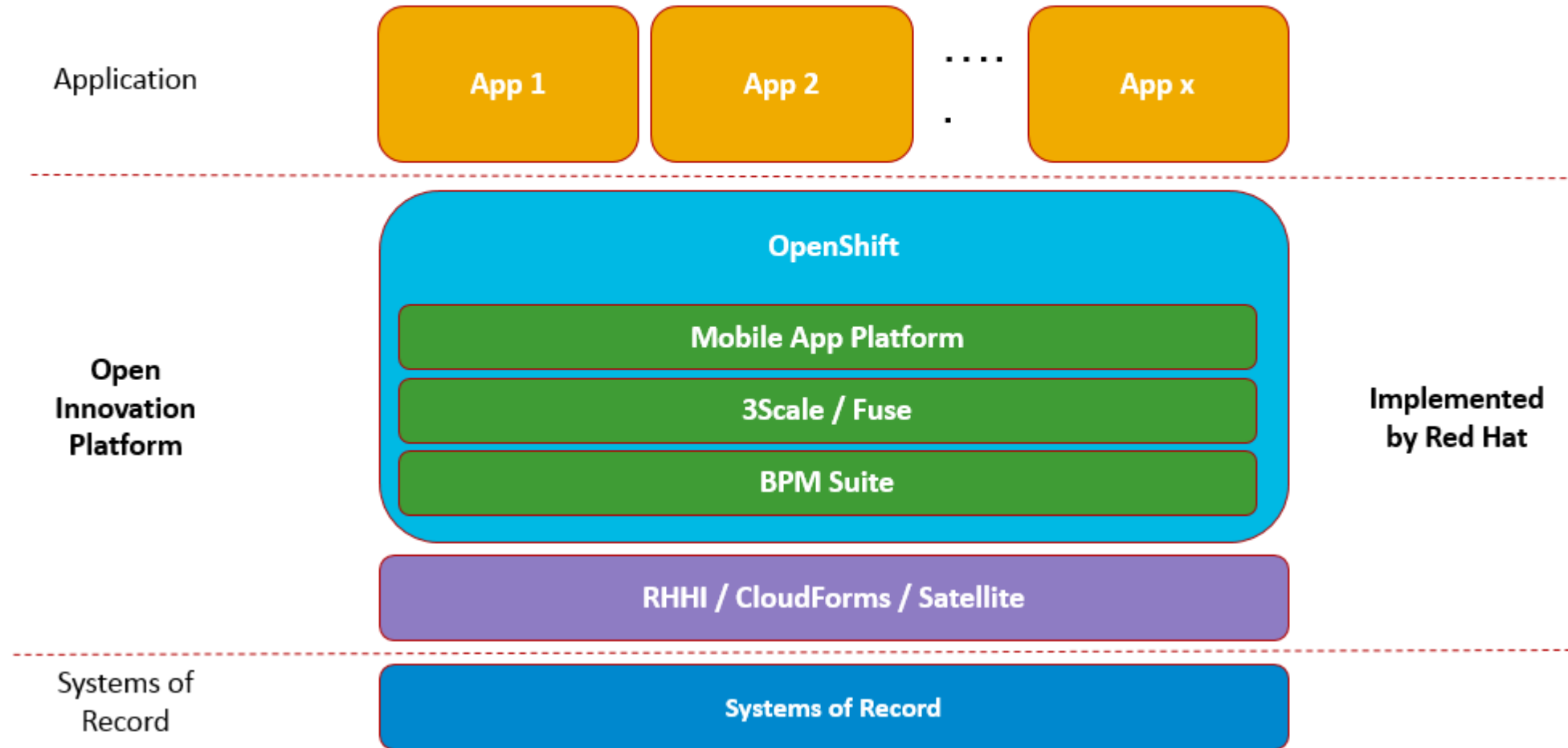
...this calls for an agile IT platform and a lot of rethinking!



Applications over time



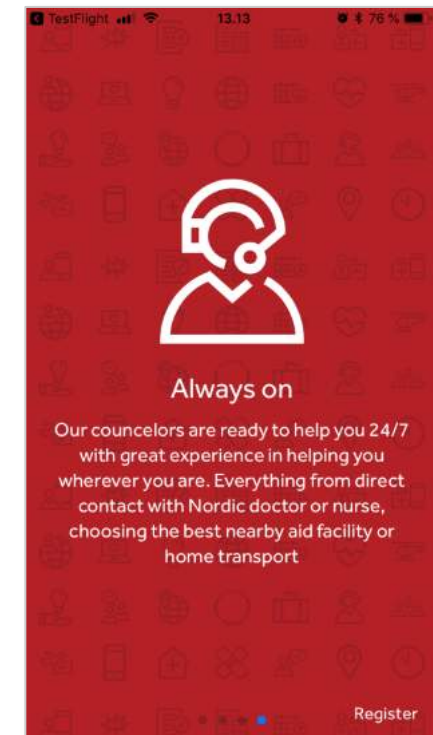
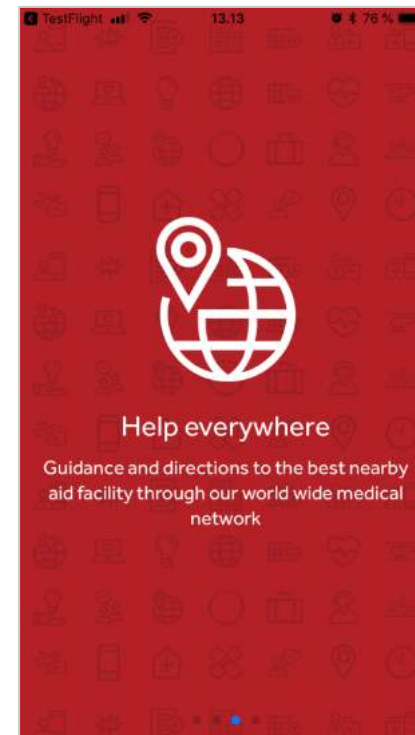
OPEN INNOVATION PLATFORM



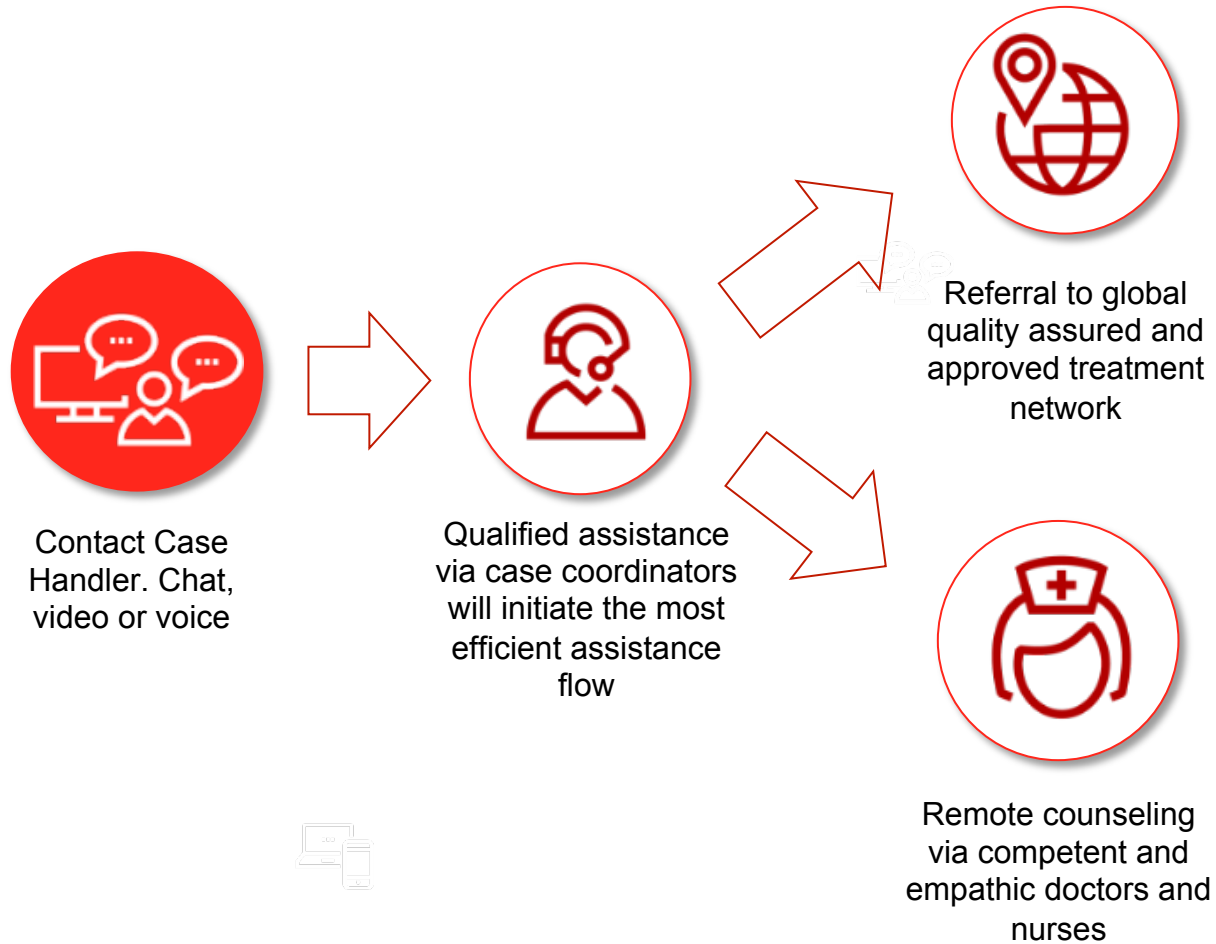
CASE: Remote Medical treatment



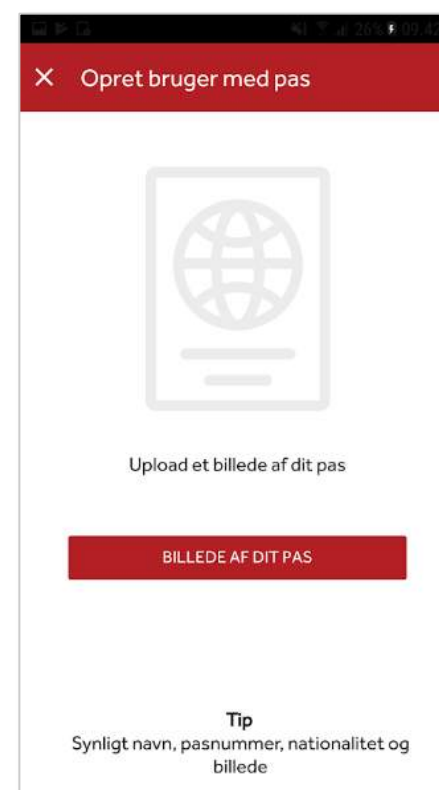
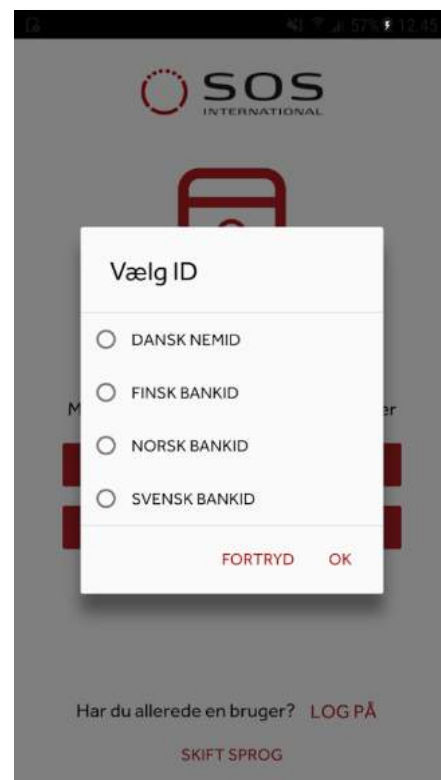
HelpMe – online medical assistance



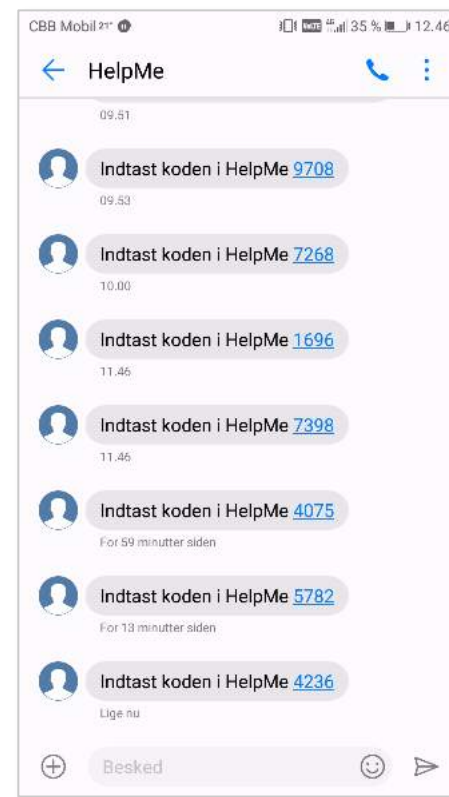
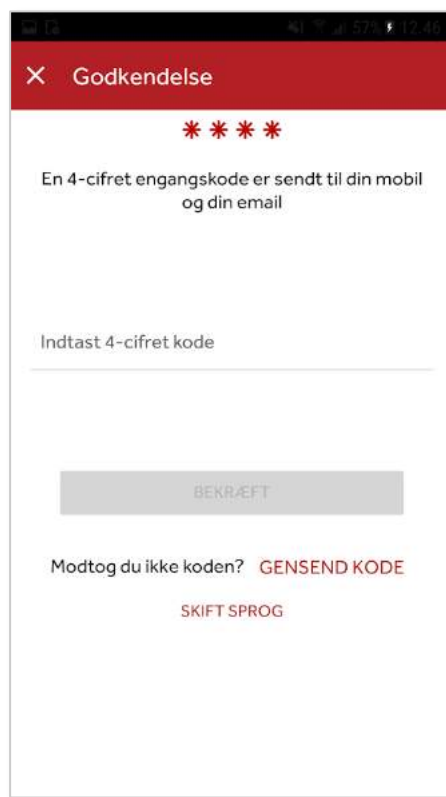
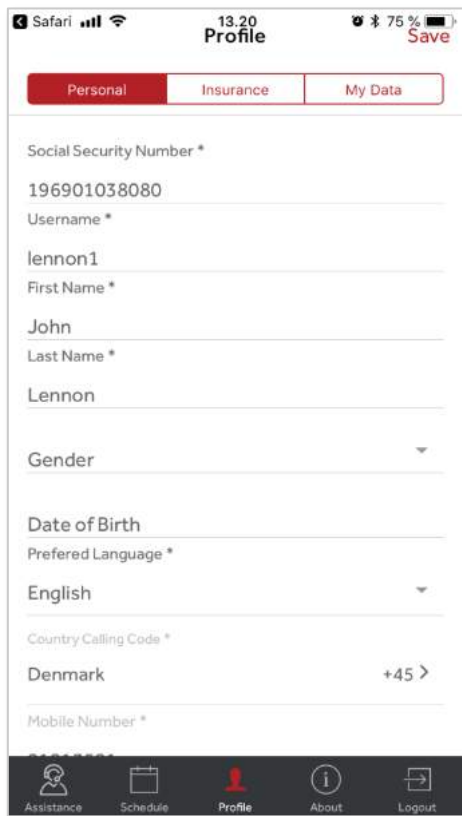
Remote contact via Chat, Video or Voice



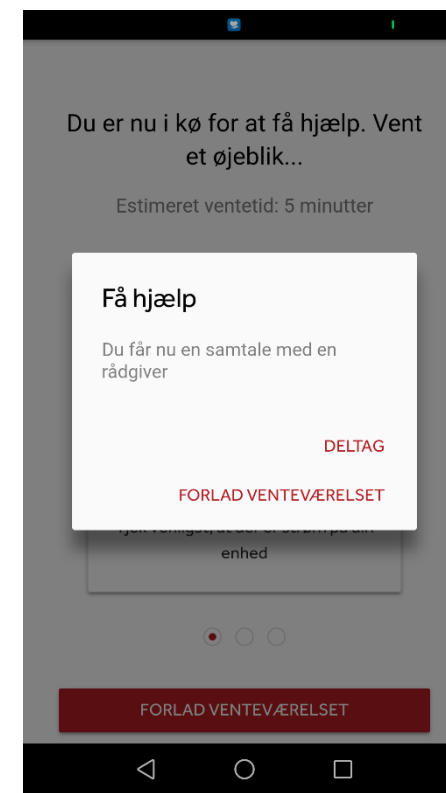
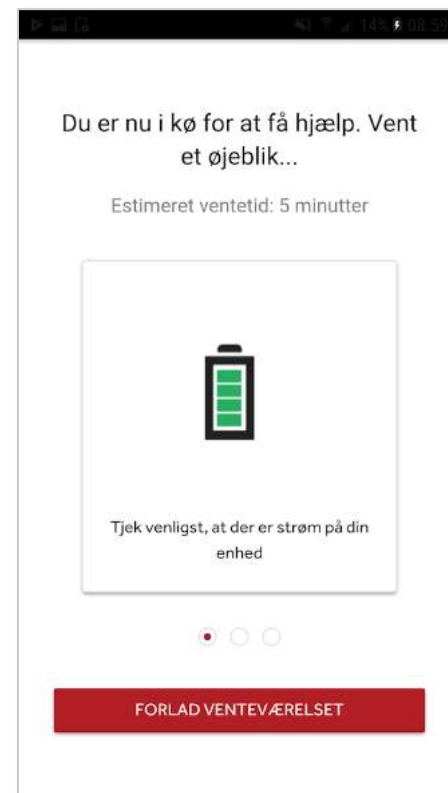
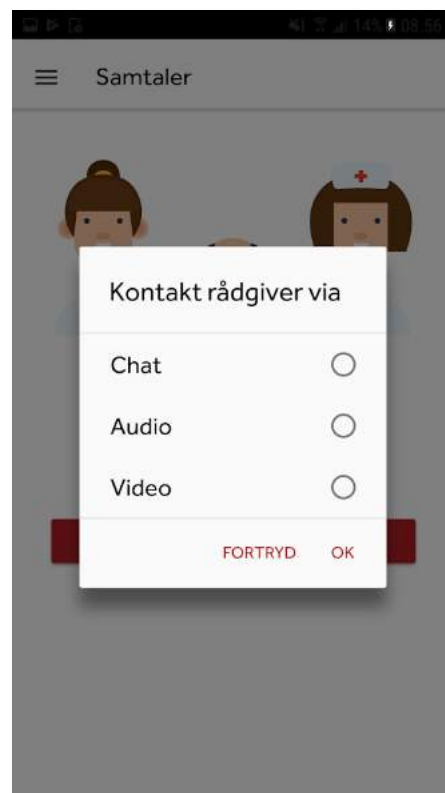
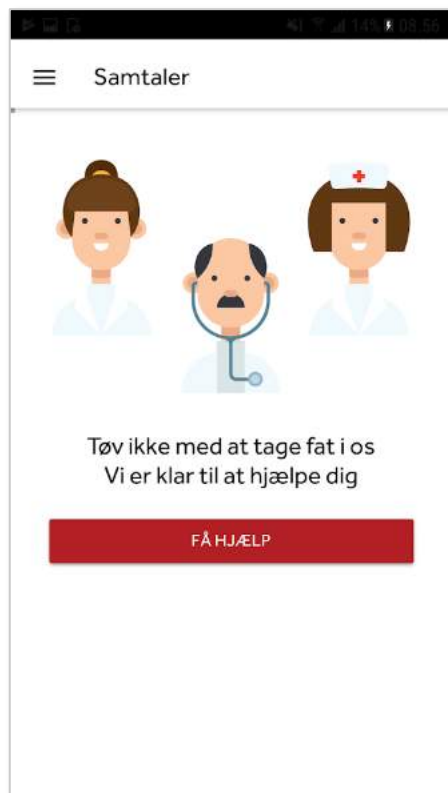
Authentication with digital id or passport



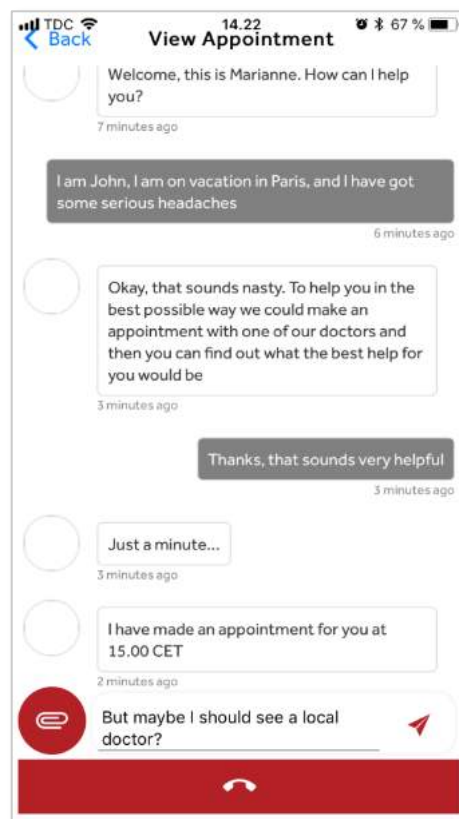
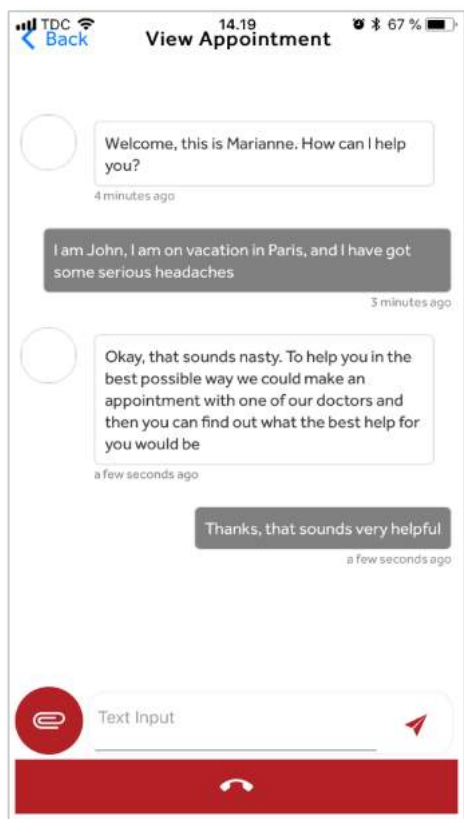
Create profile and login with username and password



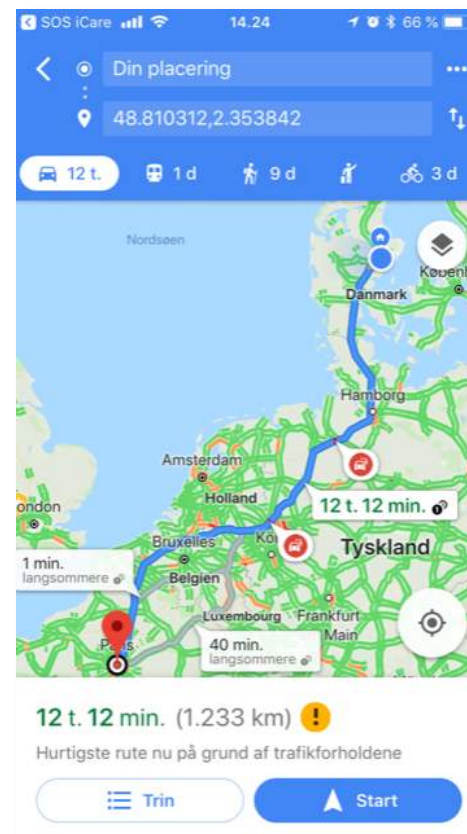
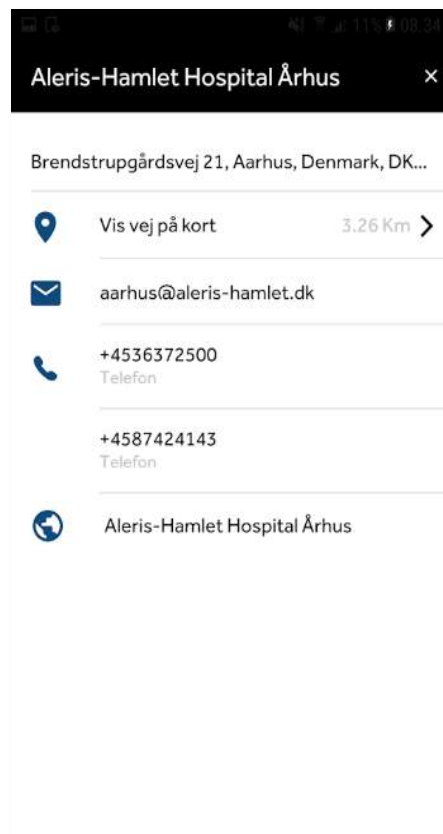
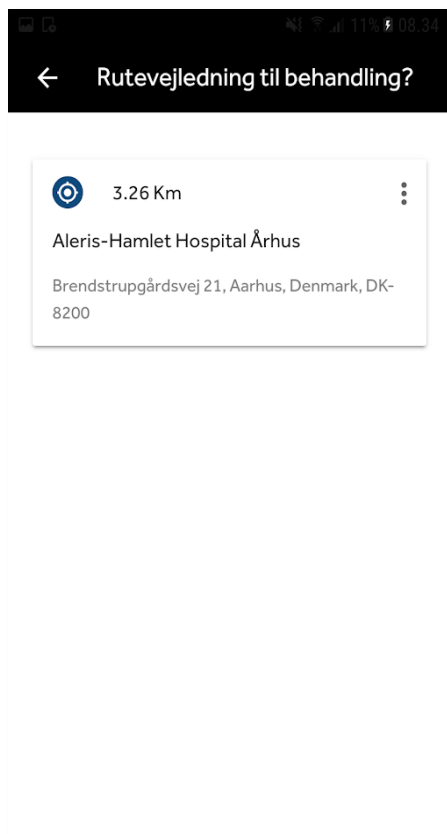
Get assistance and waiting in queue



Assistance by chat, video or voice



Directions to nearby aid facilities



ENGLISH ▾

Welcome to SOS WeCare

Username
doctor@email.com

Password

LOGIN

PERSONAL INFORMATION

Doctor

Male

doctor@email.com

CONTACT INFORMATION

doctor@email.com

+1520884778

ADDITIONAL INFORMATION

Spoken Languages

- English
- Danish
- Finnish
- Norwegian
- Swedish

SAVE

PERSONAL DETAILS

120679-1234

AM

Female

Date of Birth: 17 Jun 1976

INSURANCE DETAILS

#insurance: Verified

125456789

Renewed Date: 01 Jun 2018

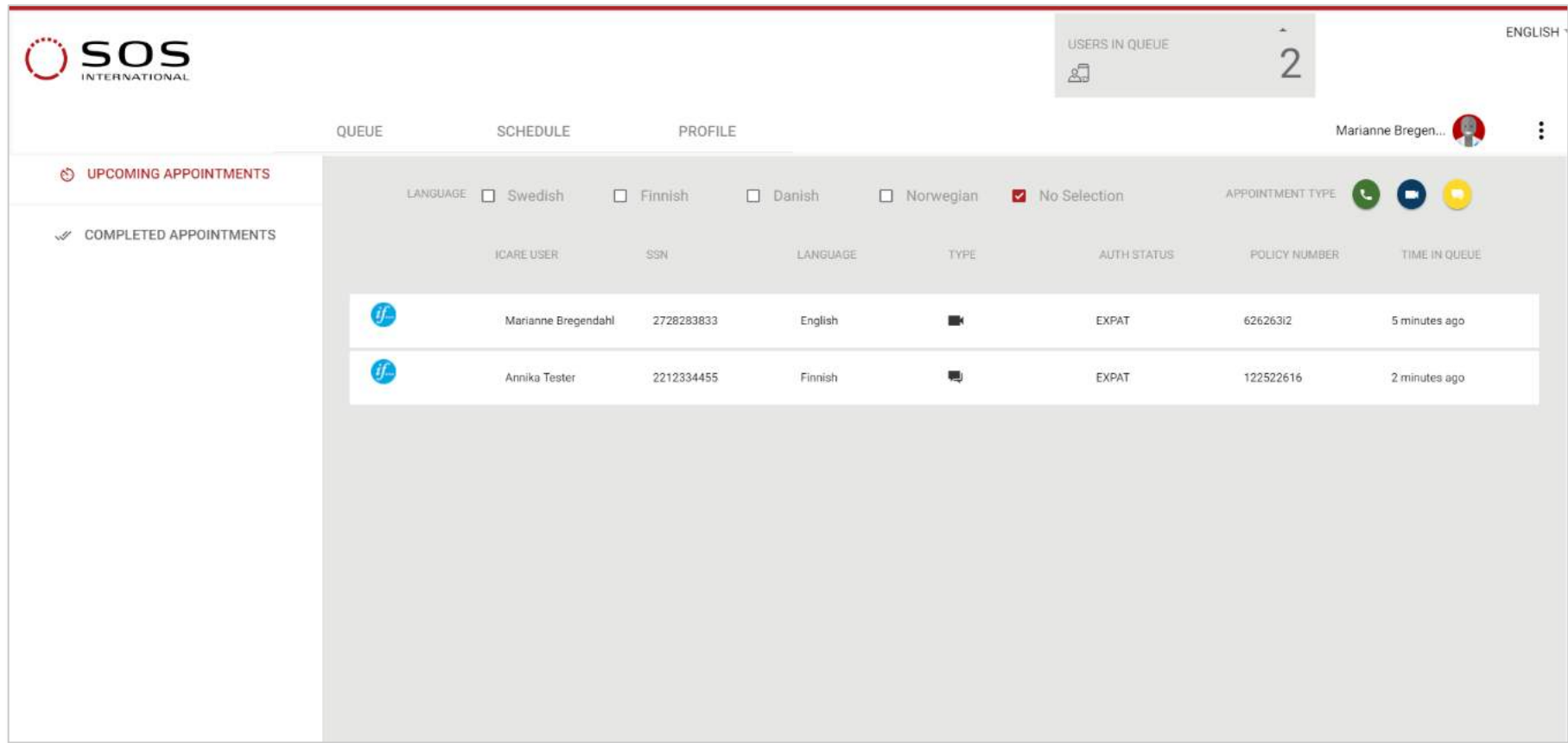
Appointment: Ms A N Other: 10:30 - 10:45


END CALL

November 2017

Mon	Tue	Wed	Thu	Fri	Sat	Sun
13	14	15	16	17	18	19
08:00	08:00	08:00	08:00	08:00	08:00	08:00
09:00	09:00	09:00	09:00	09:00	09:00	09:00
10:00	10:00	10:00	10:00	10:00	10:00	10:00
11:00	11:00	11:00	11:00	11:00	11:00	11:00
12:00	12:00	12:00	12:00	12:00	12:00	12:00
13:00	13:00	13:00	13:00	13:00	13:00	13:00
14:00	14:00	14:00	14:00	14:00	14:00	14:00
15:00	15:00	15:00	15:00	15:00	15:00	15:00
16:00	16:00	16:00	16:00	16:00	16:00	16:00
17:00	17:00	17:00	17:00	17:00	17:00	17:00
18:00	18:00	18:00	18:00	18:00	18:00	18:00
19:00	19:00	19:00	19:00	19:00	19:00	19:00


Case handlers' queue





 USERS IN QUEUE 2

ENGLISH ▼




Marianne Bregen...  ⋮





QUEUE SCHEDULE PROFILE

🕒 UPCOMING APPOINTMENTS

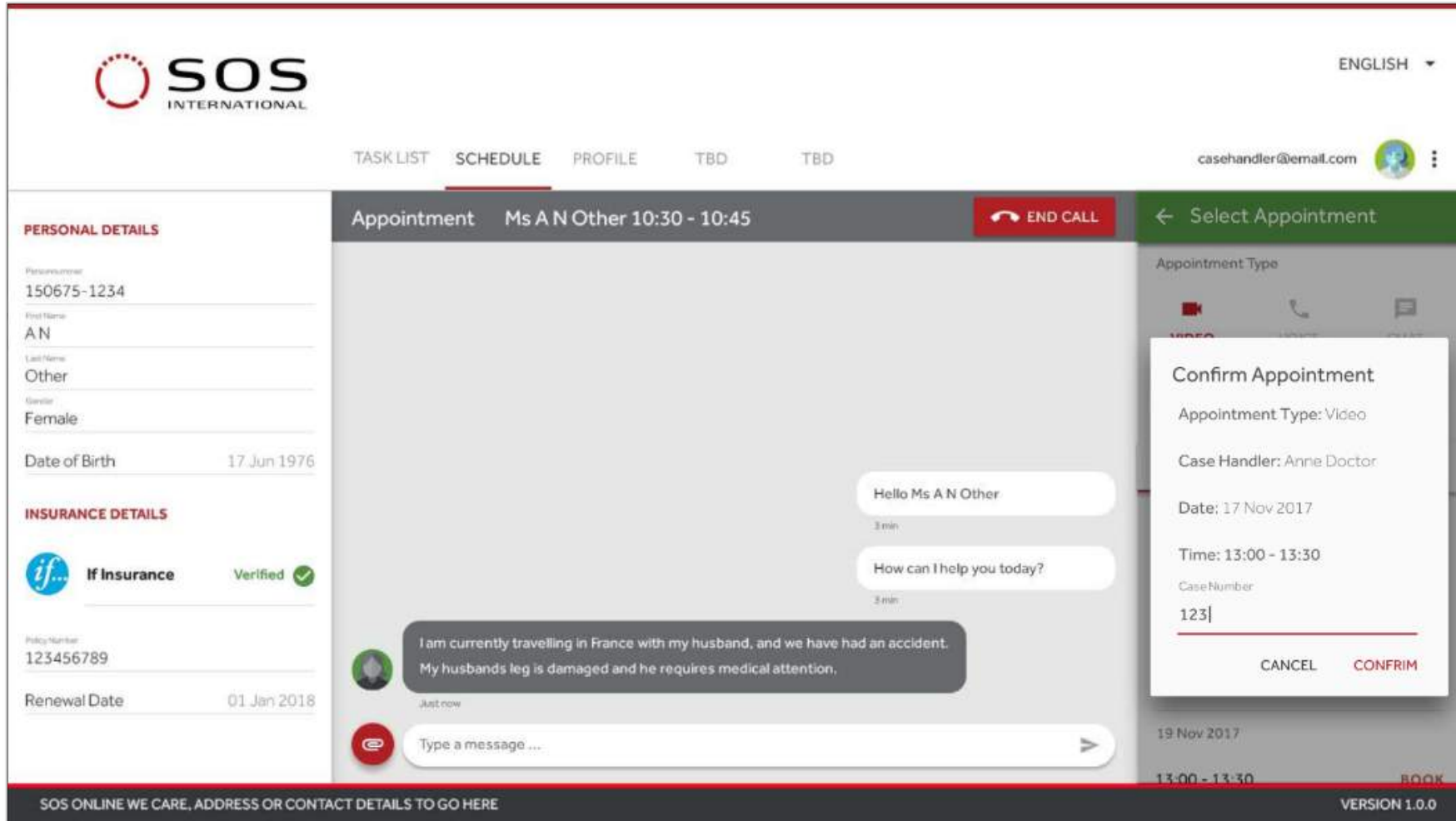
✓ COMPLETED APPOINTMENTS

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 corner.

The main content area is divided into three sections:

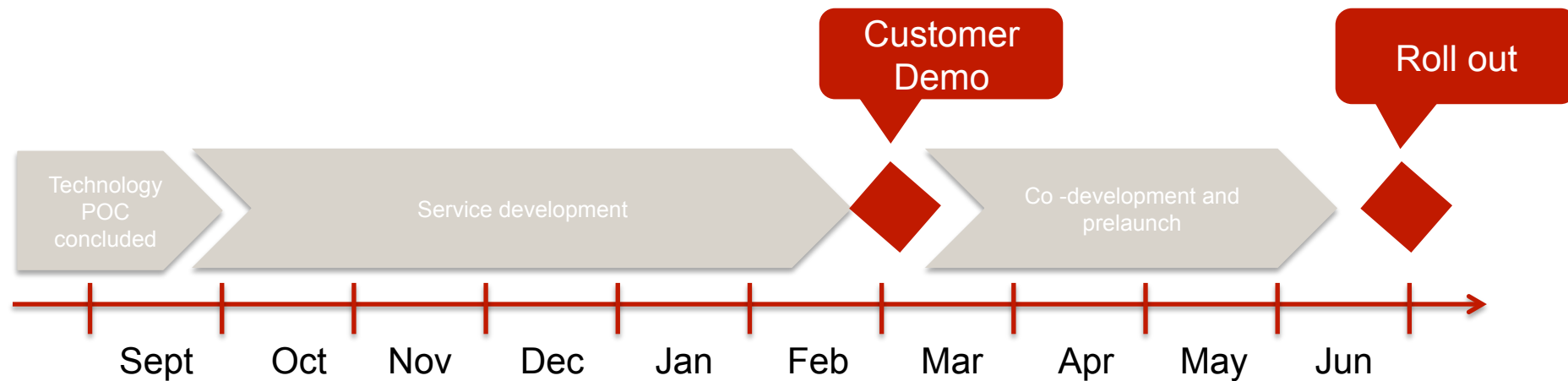
- PERSONAL DETAILS:** Includes fields for Personnummer (150675-1234), First Name (A N), Last Name (Other), Gender (Female), and Date of Birth (17 Jun 1976).
- INSURANCE DETAILS:** Shows 'If Insurance' as 'Verified' with a green checkmark. It also includes Policy Number (123456789) and Renewal Date (01 Jan 2018).
- Appointment:** Displays 'Appointment Ms A N Other 10:30 - 10:45' with an 'END CALL' button. Below this is a chat interface with a message from the 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.' and a response from the case handler: 'Hello Ms A N Other' and 'How can I help you today?'.

A 'Select Appointment' modal is open on the right, showing appointment details: Appointment Type (Video), Case Handler (Annie Doctor), Date (17 Nov 2017), Time (13:00 - 13:30), and Case Number (123). The modal has 'CANCEL' and 'CONFIRM' buttons.

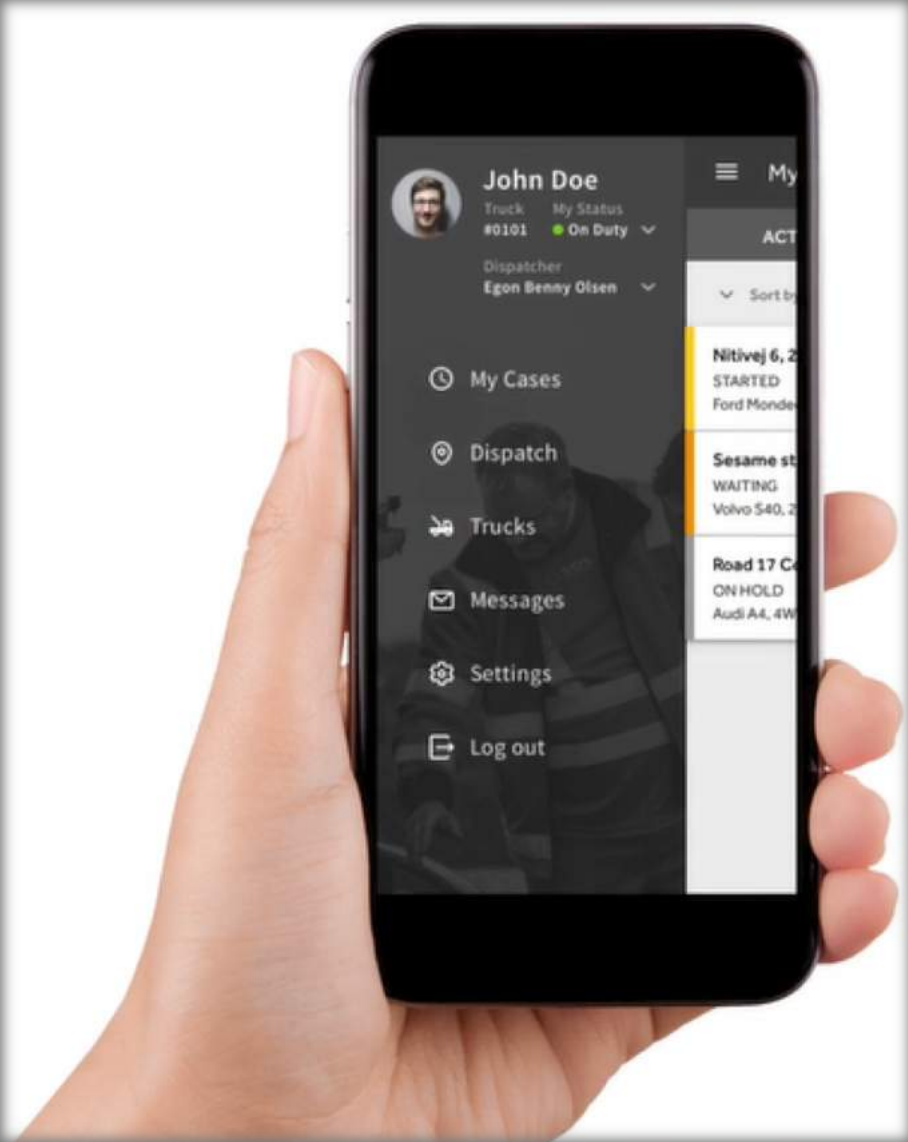
At the bottom of the screen, there is a footer with the text 'SOS ONLINE WE CARE, ADDRESS OR CONTACT DETAILS TO GO HERE' and 'VERSION 1.0.0'.

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

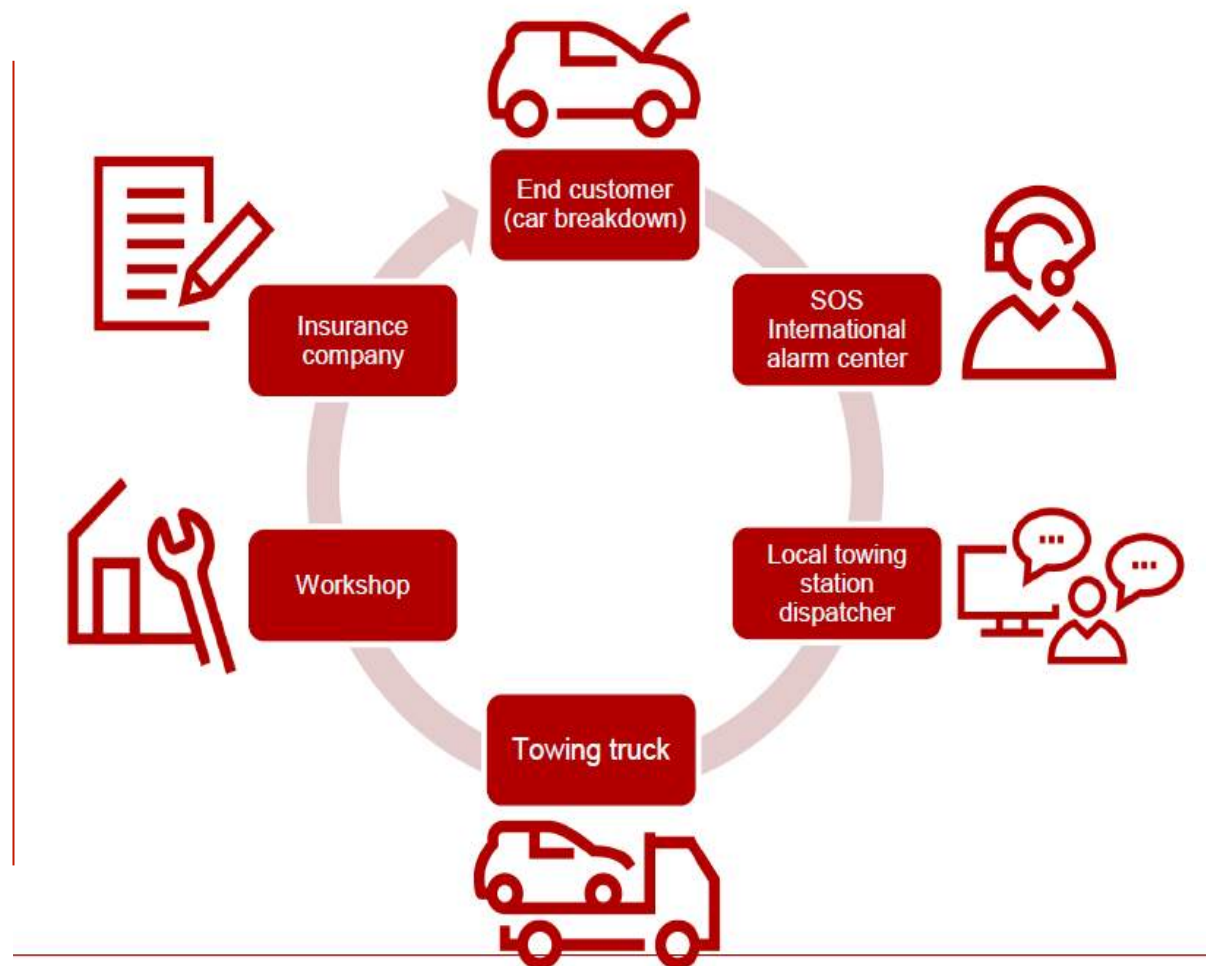


CASE: On-Site - New Nordic Network System

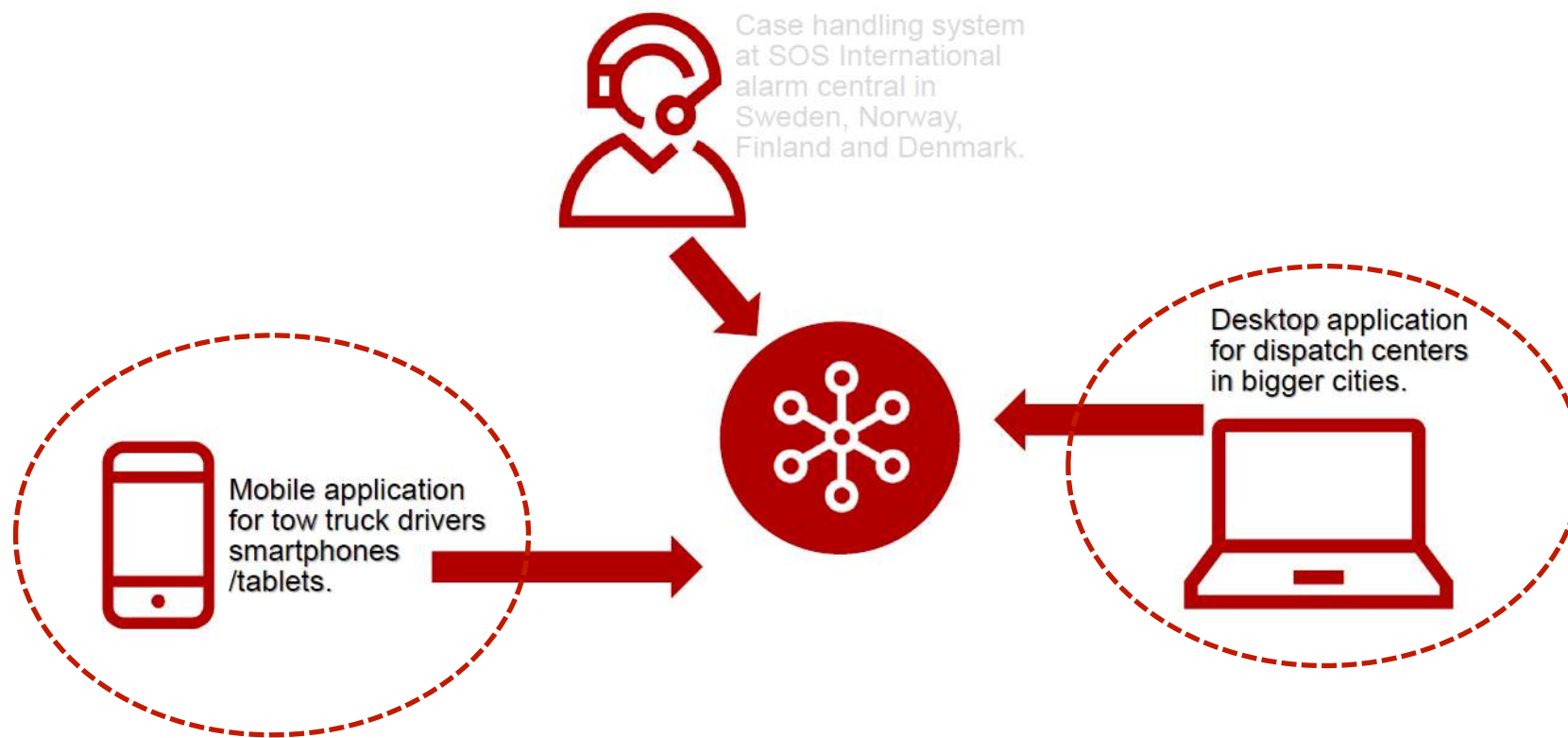


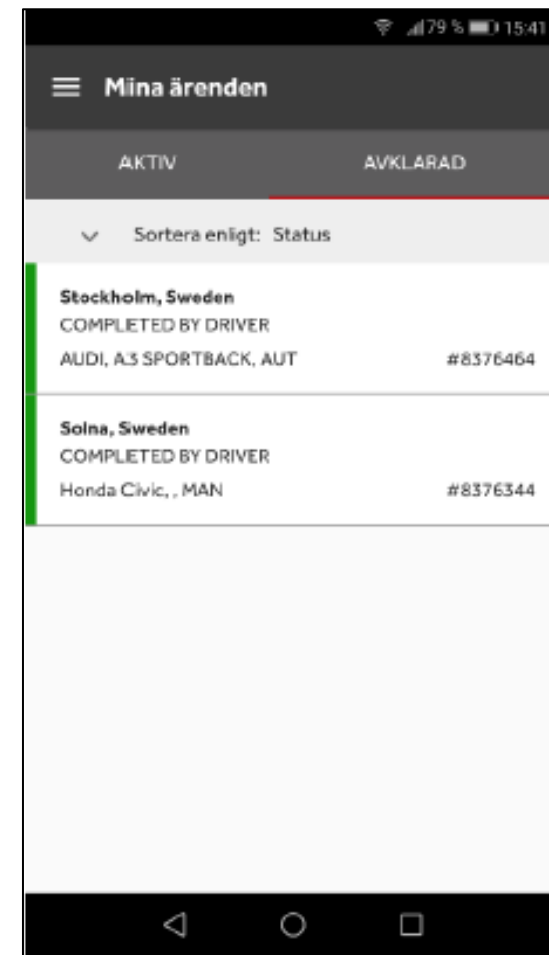
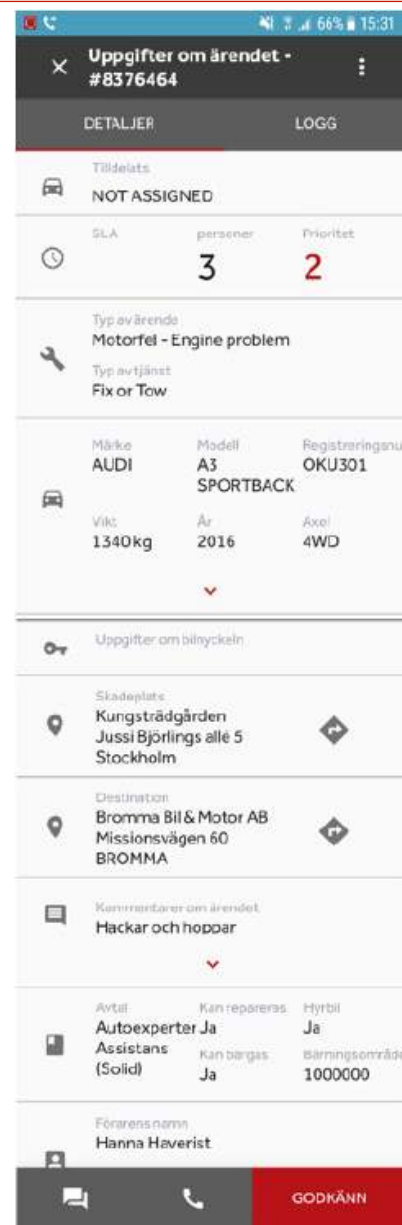
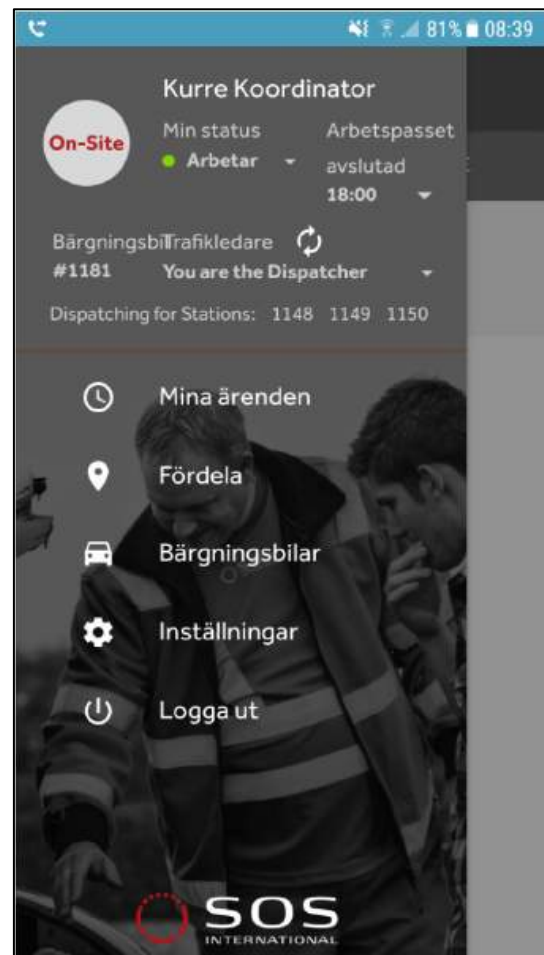
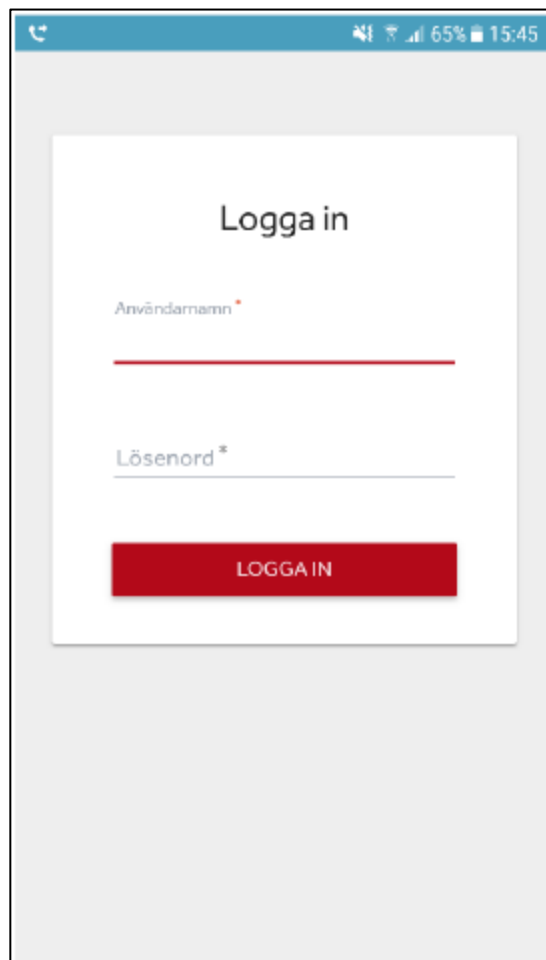
On-Site: A new common Nordic system allowing dynamic communication within the whole chain

- 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

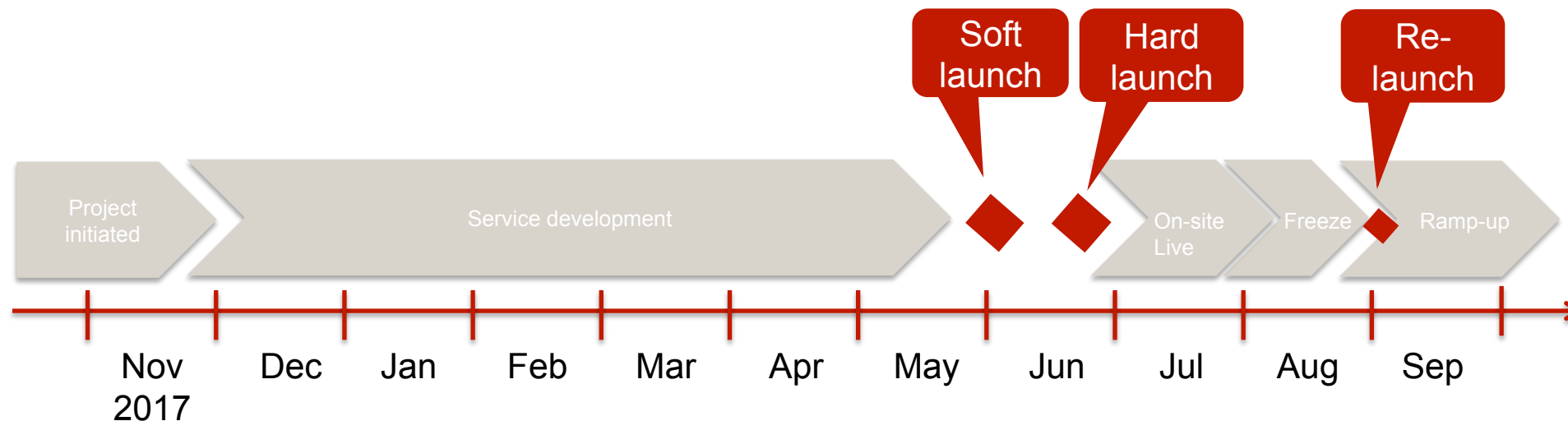




On-Site case background

- Product development between SOS, CGI and Red Hat
- Project start in November 2017
- Soft launch June 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



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