Public Sector

Virtual Visits and Video Enabled Justice

Helping provide virtual face-to-face service when in-person assistance is no longer possible
AGENDA

1. VIRTUAL VISITS
2. VIDEO ENABLED JUSTICE
3. NEXT STEPS
Upward trend for Virtual Visits with citizens, customers, patients, etc.

**CONTACT RISK**
Customers and employees are uncomfortable about visiting physical offices...

- 44% of consumers feel uncomfortable about visiting public places\(^1\)
- 66% of workers are more worried about contact risk when lockdown measures are lifted, than financial risks of delaying returning to work\(^2\)

**VIRTUAL VISITS**
... Resulting in uptake of virtual visits

- 77% of consumers expect to sustain increased level of Virtual Consultation for personal health post the pandemic\(^1\)
- Health systems, independent practices, behavioral health providers, and others are reporting
- The number of Telehealth visits compared to pre-Covid-19\(^2\)

**Business problems addressed:**

- Customer and employee health
- Surge in service demand
- Reduced travel
- Richer and more fulfilling customer and employee experience
- Privacy and security

\(^1\)Source: Avanade
\(^2\)Source: Avanade
1. VIRTUAL VISITS
2. VIDEO ENABLED JUSTICE
3. NEXT STEPS
An Accelerator that rapidly and securely transforms how social services organizations deliver face-to-face and phone service at a time of unprecedented need and restrictions.

More than just a Video Teleconferencing... a completely new end-to-end remote service experience for citizens and staff.

<table>
<thead>
<tr>
<th>Key Functionalities</th>
<th>Secure &amp; Collaborative Interactions through the process lifecycle</th>
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<tbody>
<tr>
<td>✓ Self-service, omnichannel appointment booking, including reminders, rescheduling and cancelation</td>
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<tr>
<td>✓ Virtual Robotics Assistant for appointment booking</td>
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<td>✓ Queue Management and Virtual Lobby for improved citizen experience.</td>
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<tr>
<td>✓ One to one and group video conference capabilities—see non-verbal cues, citizen’s home environment and other aspects of interaction not possible via a phonecall. In-Meeting experience for Case Workers</td>
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<tr>
<td>✓ Built in ability to securely share documents, share screens, text messaging and other collaboration features.</td>
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<td>✓ Secure workflow allocation and scheduling</td>
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<td>✓ Option to leverage for inter and intra organization collaboration</td>
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<tr>
<td>✓ Integration with Microsoft Outlook, Calendar and client CRM system (on a need basis)</td>
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<td>✓ Flexible design customizable to client requirements</td>
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<td>✓ All in a protected, government specific cloud environment that supports the highest standards of security and privacy offerings and levels of certification vary by geography</td>
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**Foundation**

- Supportive
- Accessible
- Human-centered
- Cloud-based and scalable
- Channel-less
- Automated
- Secure

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Admin Portal

Case worker in meeting experience*

Self-Service Scheduling

Rescheduling & Cancellations (self-serve)

Reminders & Notifications

BOT for Appointment Booking

Citizen View

Queue Management

Queue Management*

Integration with Outlook, Calendar

Case Worker Shift Management

Document, Screen sharing

Virtual Lobby

Self-Serve Appointment Booking | Two-Way Sharing of Documents and Information | Queue Management | Virtual Lobby

*Under Development

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Benefits of Virtual Visits

Adopting Virtual Visits is relevant in the immediate term to respond to the pandemic and even more helpful in the longer term as organizations prepare for new ways of delivering service.

**Secure Authentication**
Multi-factor authentication ensures that the employee is talking to the relevant person and the call is secure.

**Improved User Experience**
Appointment scheduling for customers avoids ‘queuing-up’ and confusion, features like chat, screen-share, document sharing make it truly interactive and provide a ‘human’ touch to important meetings that are usually done in person.

**Fast Issue Resolution**
Majority of interactions would be closed in a single call in shorter time frame, improving client satisfaction.

**Increased Operational Efficiency**
Processes can be automated with notifications when documents are ready or when meetings need to occur, recorded meetings can be retrieved when required.

**Upskilled and Empowered Workforce**
The workforce is upskilled and empowered with the digital skills necessary to enable effective collaboration between technologies and people.

**Increased Public Confidence**
Customers can access services despite closure of offices and are not required to jeopardize their safety by traveling to a physical location.
Reporting

VIRTUAL VISIT TIMELINE

VIRTUAL MEETINGS SUMMARY
- 49 Total Meetings
- 24 Meetings Conducted
- 15 Meetings Declined
- 10 Meetings Cancelled

CASE WORKER KPI'S
- 49 Total Meetings
- 24 Meetings Conducted
- 15 Meetings Declined
- 10 Meetings Cancelled

UPCOMING MEETINGS (16)
- 09 JUL 11:00 AM - 11:30 AM
  Difficulty in filling details on the BMG portal
  NIEL ADIN

- 10 JUL 12:00 PM - 12:30 AM
  Benefits discontinued without notice
  JAMES BROWN

- 11 JUL 13:30 PM - 14:00 AM
  Benefits discontinued without notice
  MAGAN SMITH

ACTIVE CITIZENS (30)

- NIEL ADIN
  nele.adin@gmail.com  |  +1 302 935 0156
  4 Documents  |  2 Virtual Meeting  |  3 Task

- JOHN ANDREW D'SOUZA
  john.asouza@gmail.com  |  +1 302 935 0156
  4 Documents  |  2 Virtual Meeting  |  3 Task

- MAGAN MARIA PINTO
  ngan.prom@gmail.com  |  +1 302 935 0156
  4 Documents  |  2 Virtual Meeting  |  3 Task

ACTIVE TASKS
- Task Name: Documents to be reviewed shared by Neil Adin
  Date: 16 Jul 2020  |  Status: Open

- Task Name: Approval requested for Suzanne Smith care
  Date: 16 Jul 2020  |  Status: Open

- Task Name: Meeting to re-scheduled with John Doe
  Date: 13 Jul 2020  |  Status: Open

- Task Name: Agreement details uploaded to be reviewed
  Date: 10 Jul 2020  |  Status: Closed

View More Details

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AVVS Accelerator - High Level Application Architecture

Neil Signs Up and Signs In to the Custom Portal where he can see and book available Appointments for a relevant Service.

Linda and her Team manage their Shifts, Personal Calendars and Services using Microsoft Teams.

Linda, (as a Licensed O365 User) and Neil (as a Guest) conduct their Microsoft Teams meeting.
Public Service Use Cases

Driving organizations to adopt Virtual Visits for a multitude of services delivered ...
Case study

Customized, branded and integrated virtual experience:

• Connects state agencies with citizens and businesses virtually via desktops, laptops, tablets and phones

• Protects state employees and citizens from exposure to COVID-19

• Provides a better and more secure virtual citizen experience

• Allows citizens to schedule appointments and provides reminders

• Allows employees to reference or share information from other state systems as needed

• Brings in specialists when appropriate

Virtual Citizen Visits
Enabling 12 agencies of a US state
Case Study

Microsoft Teams as a communications platform:

• Scheduling meetings
• Conducting video meetings
• Remote control of a computer for inspecting documents, applications, procedures, etc.

Microsoft Teams as a new experience for inspections:

• Tasks and workflow
• Reference materials
• Forms
• Document sharing
• Links to other applications and information
• Private channel for examiners only to collaborate
Case study

Virtual Patient Visits

Top tier cancer treatment center

Customized, branded and fully integrated virtual experience:

- Integrates with Electronic Health Records scheduling systems
- Connects caregivers and patients virtually via desktops, laptops, tablets and phones
- Reminds caregivers of appointments and notifies them about patient wait times
- Customizable virtual exam room engages patients while waiting for caregivers
- Orchestrates multiple caregivers’ interactions with patient
- Brings in specialists at need
- Caregivers can share information from EHR as appropriate
- Drives new revenue streams for virtual visits while providing better patient experience and reducing physician burnout
Complete Teams end-to-end coverage

**Advise**
- Teams Deployment Planning Workshops
- Teams Calling & Meeting Workshops
- Teams Tenant Assessment
- Teams Apps and Solutions Workshop
- Avanade Envisioning & UX Studio Design
- Teams Workflow Design Workshops
- Teams Governance and Provisioning Workshops
- Teams Secure Remote Working
- Teams Security Portfolio Optimisation Workshop

**Transform**
- Teams Rapid Adoption Services
- SFB To Teams Migration Services
- Teams Telephony, Voice, Video & Meetings Implementation Services
- Teams Workflow Application Design & Implementation Services
- Teams FLW & Mobile Application Design & Implementation Services (including Teammate)
- Teams Workforce Productivity Services
- Teams Governance & OCM Implementation Services
- Secure Teams End-2-End Implementation Services

**Manage**
- Teams Managed Services
- M365 Evergreen Management Services
- Teammate
- Teams Express
- Teams Security Express

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What is the Digital Justice Vision?

Accenture in collaboration with Microsoft have created a full end to end Digital Justice campaign

- This Campaign is focused on the seamless integration through all aspects of the Justice system
- This vision caters for the new world where there are mixed economies of in person and remote ways of working
- Data is at the heart of the solution, providing the ability to review key insights in the data visualisation tools available
Problem

Physical court interactions are complex, costly and increasing challenging in the COVID world

Justice systems predominantly function through face to face interactions and a significant amount of physical movement from participants. This has a high cost to individuals and agencies, additionally a substantial amount of time is spent waiting. The current outcome of the pandemic means that agencies, organisations and individuals cannot afford this wasted time.

Additionally large backlogs in cases, increased time on remand for prisoners, long wait times for victims, and undermining public confidence in justice systems globally.

Solution

Justice systems need to shift to using video-enabled collaboration technologies

Accenture’s Video Enabled Justice (VEJ) solution, built on the Microsoft Virtual Court Hearing technology, is an end-to-end, future-ready service that is about much more than just video connectivity.

VEJ provides a scheduling capability applicable across multiple use cases including direct video links to court, fully remote hearings and court trials.

Our solution is enabled through business change and user support making it sustainable for the long term.

Outcome

Services continue to be delivered, public confidence is maintained and benefits realised

By adopting VEJ justice agencies can:

• make significant financial savings,
• maintain and improve access to justice for citizens,
• provide safer and more efficient working environments for their workforces, and
• increase public confidence in the agility and flexibility of judicial institutions.
Adopting VEJ is necessary in the immediate term to respond to the pandemic, and even more critical in the longer term as justice systems prepare for long periods of financial austerity.

VEJ DELIVERS BENEFITS ACROSS 6 KEY AREAS:

- **Swifter Justice Outcomes**: Case backlogs are minimised, reducing the time between the defendant’s first appearance in court to trial and supporting quicker victim recovery.

- **Improved User Experience**: VEJ supports complex court management logistics* and streamlines workflow processes, increasing user adoption and delivering a seamless user experience for all court participants.

- **Reduced Running Costs**: Significant cost savings are realised due to reduced physical movement and transport costs, through to estates consolidation in the longer term.

- **Increased Operational Efficiency**: Reduced time spent travelling means court participants have more time to focus on operational duties, while tailored user dashboards and automation reduce manual effort.

- **Upskilled and Empowered Workforce**: The workforce is upskilled and empowered with the digital skills necessary to enable effective collaboration between technologies and people.

- **Increased Public Confidence**: Uninterrupted access to justice throughout the short/medium/long term of the pandemic increases public confidence in the flexibility and agility of justice systems.

* Full realisation dependent on features in development, e.g. advanced scheduling capabilities and attended Virtual Lobby.
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START THE CONVERSATION

- Review sales assets shared via Teams here
- Reach out to solution contacts or AMBG MU Leads to discuss VV and/or VEJ solutions and align on client needs / business outcomes
- Setup client demo sessions

VIRTUAL VISITS CONTACTS

- Tom Hoglund
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  Global AMBG VEJ Lead
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