

Corporate Background

Vocantas, founded in 2003, develops interactive voice response systems (IVRS) that automate routine telephone communications. Using a combination of advanced computer telephony and speech recognition technologies, the company has developed proven IVR solutions for telehealth, student outreach and utilities. Vocantas currently serves over 40 clients in Canada and the US in a wide range of markets including healthcare, higher education, utilities and customer service.



The company's easy-to-use, turnkey solutions offer customizable core features and optional enhancements that integrate seamlessly with existing systems. Vocantas automated outreach solutions assist organizations to realize lower costs and significantly increase operational efficiencies.

Competitive IVR systems are used predominantly to route incoming calls throughout the enterprise. Vocantas develops both inbound and outbound systems that are being used to gather data and to enhance

customer and patient satisfaction. **CallAssure**, an outbound IVR system for automated telehealth, decreases workload and associated costs while increasing the quality of patient care.

The company has also perfected its CallAssure product, an automated patient monitoring system with particular application in hospitals and managed care facilities. Designed with direction from healthcare professionals, CallAssure helps providers deliver personalized, high quality care that makes for healthier patients and better informed staff. The system places automated telephone calls to collect and deliver essential patient information. CallAssure not only logs the data collected in the call; it also places the information directly into the patient's electronic health record. Based on the patient's responses, the system can automatically trigger an action such as email notification to a doctor or a follow-up call by a nurse. CallAssure is the only system of its kind to have completed independent clinical trials in North American hospital environments with favourable results.



Vocantas established itself as an innovator in the development of natural-sounding speech technology tools with its lead product, **Utilities OnCall**, optimized for the utilities market. Utilities OnCall automates inbound account inquiries, responses to outage questions, meter reading reports and other routine

requests, allowing users to respond by voice to the prompts. With 24/7 access to Utilities OnCall, customers are able to pay bills and access information at their convenience, decreasing calls to live agents often within hours of deployment.

Vocantas's proven IVR technology has applications in multiple industries and for a range of applications. The company's latest offering, **Scaller**, was developed to support student retention programs in higher education by automating outreach and improving student engagement during critical times throughout their academic career.



Headquartered in Ottawa, Canada, Vocantas is a privately owned company founded by Gary Hannah. Mr. Hannah has extensive experience from the technology, telecommunications, financial and manufacturing industries. Vocantas partners with other technology providers such as 4S Dawn Clinical Software, Standing Stone Inc., Advantage Business and Medical Solutions and Cogsdale Corporation to deliver comprehensive solutions to its customers.

In 2007, Vocantas was recognized as one of the Top 25 Canadian IT Up and Comers according to independent marketing consultancy, the Branham Group. CallAssure, Scaller and Utilities OnCall are registered trademarks of Vocantas Inc. The names of other companies or products mentioned herein may be the trademarks of their respective owners.

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