

DORO SERVICE PLATFORM

DSP

Joe Killen
Product Director, Telehealthcare IP Platforms



VICTRIX – PART OF DORO GROUP

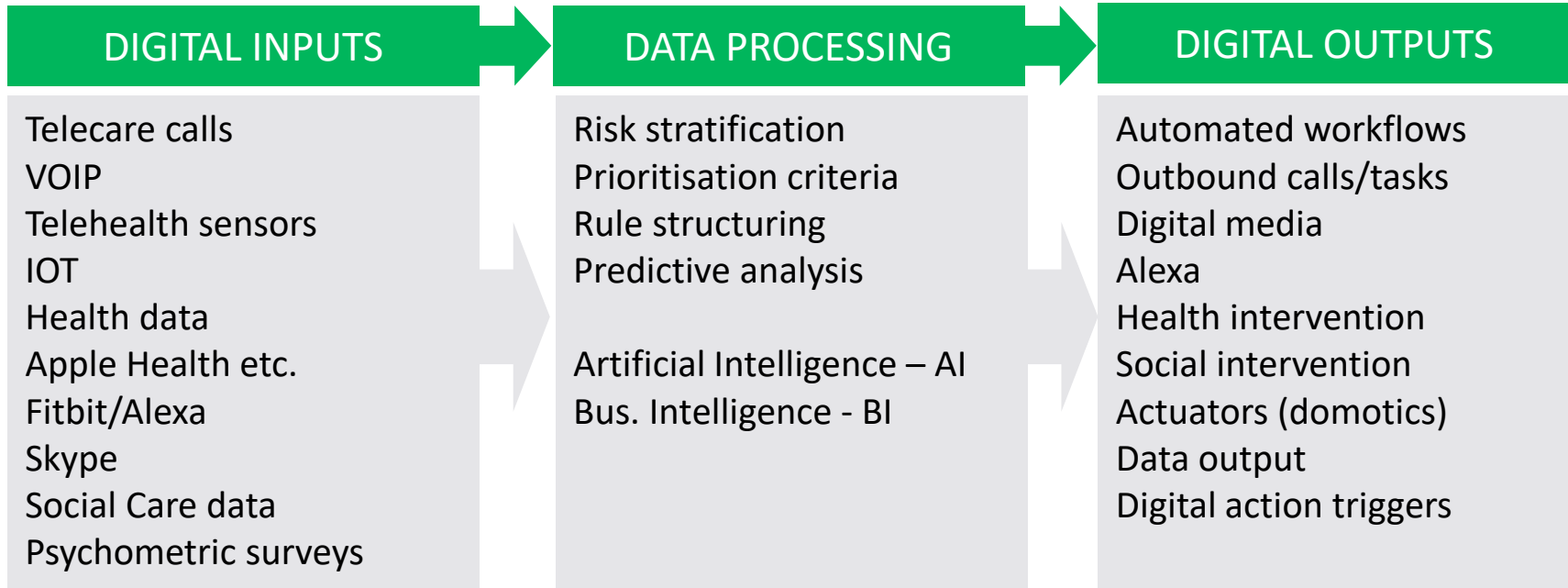
- Doro Group quoted on Nordic Stock Exchange with €200M turnover
- Doro made a strategic acquisition of Victrix in September 2020
- Platform designed in Madrid by experts in the Spanish proactive care model, start-up company Victrix in 2016
- Highly innovative but very experienced team
- User interface and applications with input from psychologist specialised in Telecare



KEY HIGHLIGHTS – DORO SERVICE PLATFORM

- 2021 launch: fully digital, native Cloud, Telecare and Telehealth proactive care – Doro Service Platform (DSP)
- Development team of over 25 engineers based in Madrid and Malmö, designed on the Spanish proactive care model, included as standard feature set
- No server hardware or local software required, only PCs and headsets with internet connection. Simply secure log-in for home working (no VPN needed)
- World's first entirely remote installation in July 2020, installed in Cape Town, South Africa, with engineers working from home in Madrid (5,000 miles away)
- Brand new technology stack, powerful reporting and communications

3 MAIN PLATFORM SECTIONS



KEY FEATURES – DORO SERVICE PLATFORM

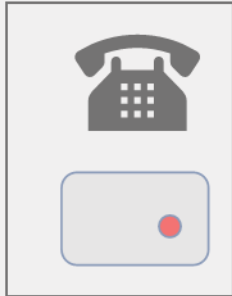
- Person-centred domain model, allowing services to be delivered with or without telecare units (telecare, telehealth, proactive calls) from a single platform
- Powerful non-relational database, customer-configurable data fields for rapid new service design
- Customer-configurable screen layouts, precise data with no clutter
- Voice recorder embedded in software, no extra costs
- Disaster recovery infrastructure included



TRADITIONAL SYSTEMS STRUGGLING

OLD ANALOGUE CTI SERVERS

ANALOGUE TRANSMISSION



Analogue to
Digital Conversion

DIGITAL TELEPHONE NETWORK



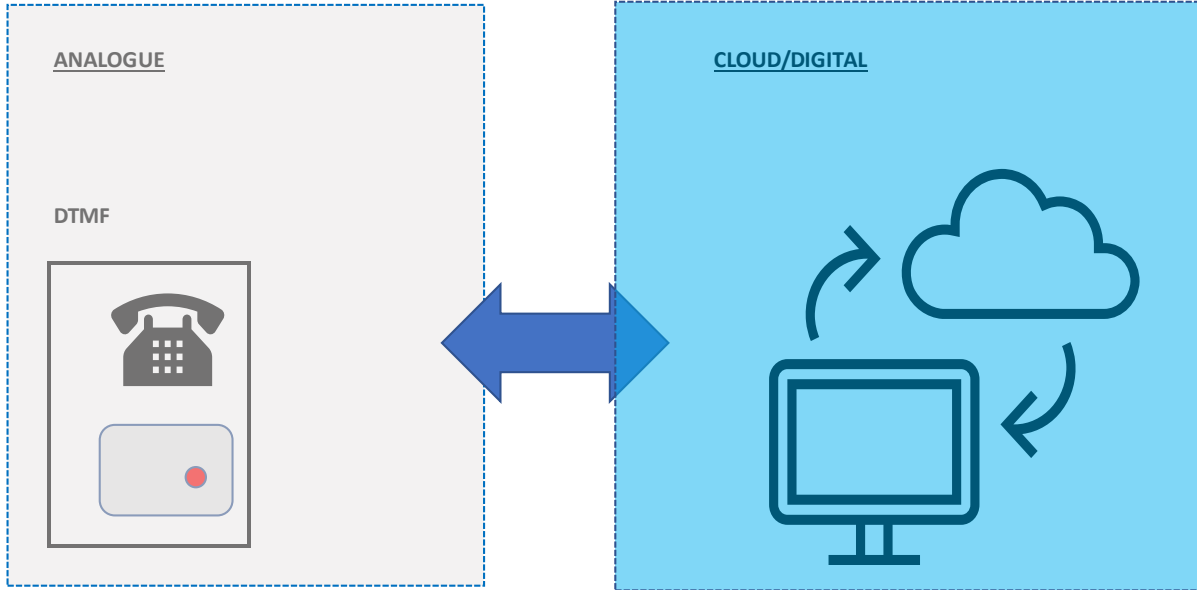
Digital to
Analogue Conversion

ANALOGUE RECEIVER



EARLY RESULTS BETWEEN 5X AND 24X IMPROVEMENT IN FIRST CALL ATTEMPTS DTMF

New Doro Cloud Receiver



**Forward compatible
with digital protocols**

**Backward compatible
with open analogue
protocols**

THANK YOU

Enquiries:

Rafael.Llarena@doro.com

Richard.Hosier@doro.com

Joe.Killen@doro.com

