

## Press Release



### Comec utilise SpliceCom's maximiser for Med-Record

26 April 2004 - Chorleywood, UK: SpliceCom, a company specialising in communication systems which combine voice, video and web enabled IT applications at the desktop, has announced the availability of Med-Record, a unique application for the medical sector developed in partnership with their value added reseller Comec Voice & Data Ltd.

Med-Record, available exclusively from Comec, has been specifically packaged to service the needs, both now and in the future, of the modern doctors surgery. Offering all the usual facilities you would expect from a modern digital telephone system, Med-Record has enhancements to assist the doctors surgery. Call recording and call management are two functions that have been included in the package.

With the current moves towards out of hours care being provided by NHS Direct and other Primary Care Providers many providers are inevitably going to lose some degree of visibility of the care given to their patients. For example, if a practice intends to continue to provide a level of out of hours care to patients they are under an obligation to deploy call recording equipment to keep a record of out of hours telephone calls.

Martin Rowley, Managing Director of Reading based Comec comments, "Additionally if a practice is using or intends to use an out of hours provider, Med-Record will provide the ability to listen to the advice given to patients. With the nation becoming evermore litigious the more automated information that can be kept regarding advice and treatments given the better protected providers will be."

Med-Record has a number of easy to use features in that it can record all telephone calls or just those, which are out of hours. These calls are recorded in digital format to a secure PC to which only authorised personnel will have access.

- Med-Record can store up to 1300 hours of telephone calls.
- Med-Record can evenly distribute incoming calls to a multitude of receptionists.
- Med-Record can reserve lines for outgoing calls, enabling you to make those important outbound calls even in peak periods.
- Med-Record can automatically produce reports, daily, weekly or monthly showing you how often and for what periods all of the incoming lines are engaged, hence enabling you to manage manpower to delivering the very best service possible.
- Med-Record will replace your existing phone system and provide you with a modern digital based functions and facilities.

Robin Hayman, Director of Product Management at SpliceCom commented, "Since its commercial launch fifteen months ago maximiser has demonstrated the wide range of applications that can be readily and cost effectively addressed by the product. These applications have been augmented by resellers such as Comec who have recognised that maximiser offers a stable and open platform upon which they can extend their own developments for the specific markets in which they specialise. In Med-Record Comec has developed an innovative application that meets the needs of the sector precisely."

SpliceCom's maximiser is the PBX that finally delivers on the promise of true geographic independence. The same facilities are available to company employees irrespective of their

location; be it in offices spread across countries or continents, working from home or on the road. Yet maximiser appears to employees and customers alike as a single system - and is managed as one. For the first time, the ability to utilise technology for real business benefit is available to all companies - irrespective of size.

The maximiser from SpliceCom is available through an exclusive channel of authorised, fully trained and certified resellers with field proven competencies in the design, installation and support of convergence solutions.

**Notes for Editors:**

SpliceCom is a privately funded company, whose management team were behind the two most successful UK voice and data convergence companies of the 1990's - SDX Business Systems and Network Alchemy. SpliceCom's product range combines voice, video and web enabled IT applications within a single system, providing tangible business benefits for all types of companies, irrespective of their size. These products are only available via selected dealers, value added resellers and systems integrators - they are not sold directly, nor are they available via distribution.

**Pictures:**

High resolution pictures are available on request.

**Further Information:**

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