

## Summary

VIDTU is a video consultation application for veterinary practitioners. Its calendar, payment and PMS (practice management software) integrations flow seamlessly into a fully-featured video conferencing session which is delivered on any modern browser on any device – PC, Mac, tablet or smartphone.

## Use case

- Clients sign up for a consultation, book an appointment slot and pay in a single transaction. Or – as the consultant, you can manage the process using VIDTU's powerful admin features or via an integration with your existing PMS.
- Consultants have all relevant client information – client case record, messages and documents – at their fingertips during the video consultation. They can simultaneously store, access and share this information.
- Customisable, enhanced document sharing capability integrated with bandwidth auto responsive video conferencing technology (images scale depending on quality of connection so works in the field / areas of relatively poor connectivity).
- Multiple application use of virtual private/public 'rooms' for clients, vets, cpd, secure meetings and conferencing with recordable functionality



## Features

- Live video consultations through a payment gateway ( Stripe / Paypal / Worldpay )
- Support for **Scheduled Appointments**: notification goes to dedicated practice email/phone and appointments can be arranged (integrated calendar function)
- Support for **Instant/On-demand Appointments**: Inbound Call Distribution to a team of online consultants (like a video call centre); clients are held at a waiting screen until a consultant is available; audio chimes prompt all parties for action when required.
- Currently up to **12-way conversation** (for example – consultants all on single call from distributed locations)
- High-quality recordings (optional) of consultations are securely stored and can be downloaded in MP4 or WEBM format
- **Screen/Desktop sharing**
- **Active Document sharing** (consultant pops PDF files open in user's browser for them to fill out; or pops open a video)
- **Automatic unique room generation for each client** (going through the front end website)
- **Ability to categorise rooms and adjust charging/notifications as required**
- File sharing e.g. client uploads, videos or photos for consultant to see and comment on
- Persistent text chat (chat conversations which can run live or saved as in Skype)
- Case management: tools to allow consultants to manage many cases
- Mute microphone /webcam functionality for non-speaking participants; select from all available device cameras

## Security

- All communications are SSL encrypted (SHA2) with valid certificates (unique SSL certificate per customer subdomain).
- Each customer's VIDTU site is provided as a standalone cloud application with its own database. By isolating customer accounts in this way, if one customer's VIDTU account was compromised e.g by a stolen password, there would be no possible impact on any other customer's accounts; it also provides for granular version control, customisation options and feature deployment, to best meet the differing needs of each VIDTU customer.

## Locally hosted

- For security, compliance and low latency, all site hosting, file/recording storage, and video/audio routing is performed within the customer's jurisdiction.

## Support and Value

- Bespoke set up for each practice and ability to integrate into existing client's websites
- Simple and straightforward billing. Initial set up fee, weekly fixed price for unlimited use; tiered pricing structure according to number of veterinary users.
- Recording storage included