Disaster and Medical Applications

Shane Dobson Senior Account Manager

30 November 2018 PITA – E-Applications Samoa workshop

TELSTRA

Telstra Ventures

Corporate Venture Capital arm of Telstra, founded 2011

21st most active CVC group globally per CB Insights (H1 2016)

Passionate about working with founders scaling great businesses

10 liquidity events to date with IRRs averaging over 50%

Reviewed 5,000+ investment opportunities

Team of 21, including 10 investment professionals and 5 dedicated strategic synergy professionals to drive commercial outcomes for Telstra

A$100m+ revenue generated through Telstra sales channels

Typically invests in series B,C,D rounds

Offices in Silicon Valley, China and Australia

Telstra uses internally products of investment companies:
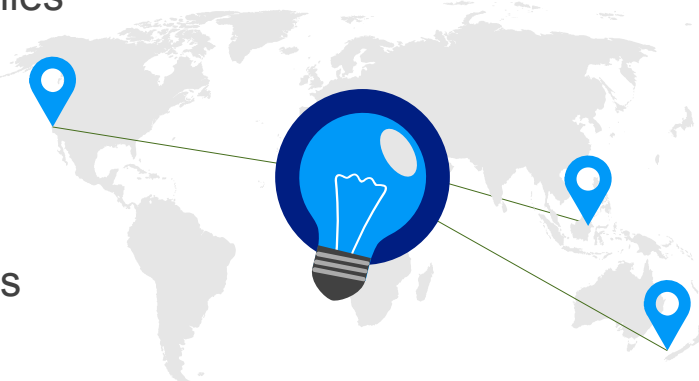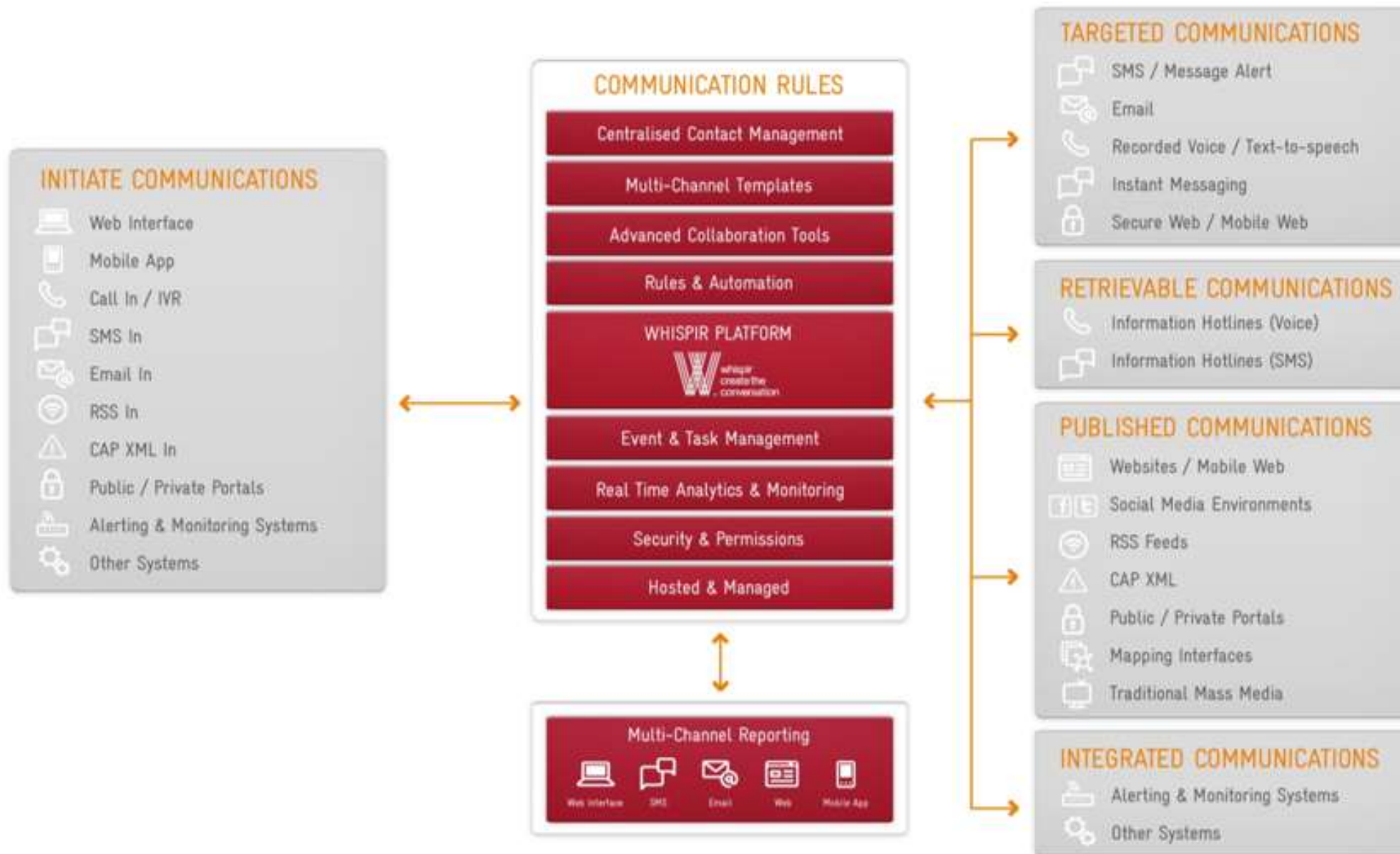
Invested A$300M+ in 45+ leading technology companies

Sectors

- Networking
- Cloud
- Security
- Video
- Apps
- IOT
- Big data
- AI
- VR/AR
- Drones
- Robotics
- eHealth

ZIMPERIUM

kony

DocuSign

near

TeleSign

box

whispir.

Panviva

MATRIXX SOFTWARE

whispir. Platform

INITIATE COMMUNICATIONS
- Web Interface
- Mobile App
- Call In / IVR
- SMS In
- Email In
- RSS In
- CAP XML In
- Public / Private Portals
- Alerting & Monitoring Systems
- Other Systems

COMMUNICATION RULES
- Centralised Contact Management
- Multi-Channel Templates
- Advanced Collaboration Tools
- Rules & Automation
- **WHISPIR PLATFORM**
- Event & Task Management
- Real Time Analytics & Monitoring
- Security & Permissions
- Hosted & Managed

Multi-Channel Reporting
- Web Interface
- SMS
- Email
- Web
- Mobile App

TARGETED COMMUNICATIONS
- SMS / Message Alert
- Email
- Recorded Voice / Text-to-speech
- Instant Messaging
- Secure Web / Mobile Web

RETRIEVABLE COMMUNICATIONS
- Information Hotlines (Voice)
- Information Hotlines (SMS)

PUBLISHED COMMUNICATIONS
- Websites / Mobile Web
- Social Media Environments
- RSS Feeds
- CAP XML
- Public / Private Portals
- Mapping Interfaces
- Traditional Mass Media

INTEGRATED COMMUNICATIONS
- Alerting & Monitoring Systems
- Other Systems

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Emergency WA Notification Types

WA Government Emergency Notification Portal

Source: www.emergency.wa.gov.au

Selecting the Incident

Zooming in to Subiaco

Subiaco Satellite View

Zooming in to Subiaco

Storm Notification from Bureau Of Meteorology

Bureau Of Meteorology Official Information

Local Agency/Respondent Interaction
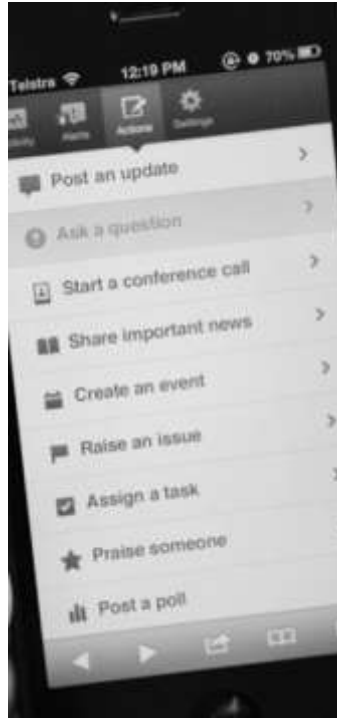
Mobile
Tablet
web apps
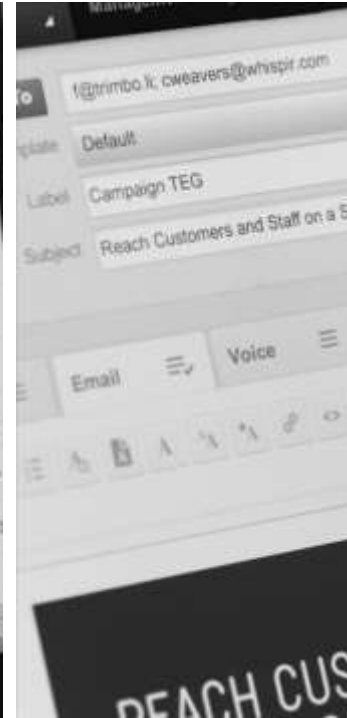
Multichannel
authoring
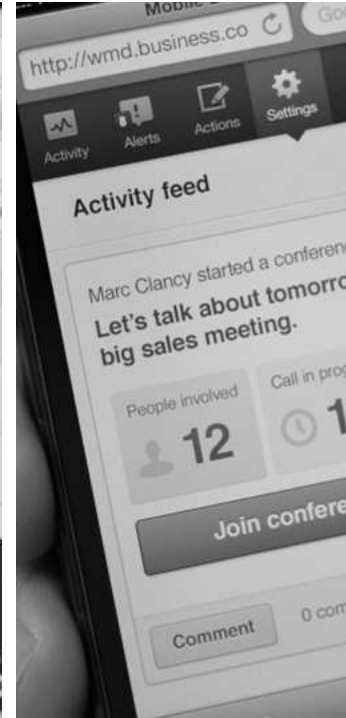
Multichannel
authoring

Maps based
information and
communications

Dashboards
and reports

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CASE STUDIES + WHISPIR

Telstra Retail Incident Management Team

Whispir is utilised for two streams when business incidents occur within Telstra

1. Utilise the Events Module to track an incident and organise the appropriate team of stakeholders to join a bridge where the incident can be immediately addressed and remedial actions planned

2. Use Whispir to communicate to impacted retail customers when incidents occur. This is high usage and could be >13m+ for a single event.

Moreton Bay Regional Council

Following the severe flooding in Queensland during January 2011, Moreton Bay Regional Council realised it had an inability to effectively communicate warning messages to its residents.

A solution was required that could help provide disaster management alerts to residents and also complement existing warnings issued by the Bureau of Meteorology and other emergency service agencies.

The Council engaged Telstra to help implement a more effective communications solution that could not only send out information more efficiently but also better manage its contact information.

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PITA Demonstration

Send SMS to +61 409 214 770 - PITA
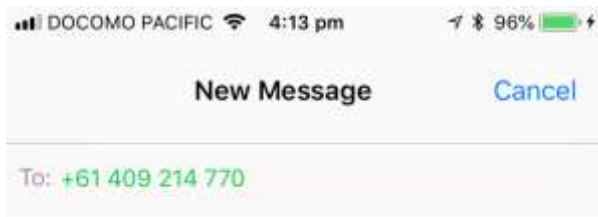
You're Registered
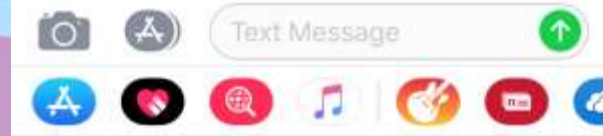
I will initiate from mobile

Flash Notification

Flash Message

I promise is not fraud

SMS Message

DEMO ONLY for PITA - Attention,
An event has been reported that
requires your immediate
attention.
Press DISMISS to clear this
message and stand by to be
conne

Dismiss

Why did I receive this message?

About Flash SMS Messages   Done

A **Class 0 SMS** or **Flash SMS**, is a special type of text
message that is displayed immediately on your
screen, is not stored on your device when you
dismiss it and will notify the sender that it has been
received.

Flash SMS messages are sometimes used during
emergency situations, however these messages may
be used in an attempt to fraudulently acquire
personal information from you, such as your account
password or credit card information or encourage
you to visit a misleading website. Be cautious of
messages sent to you by someone you don't know.

Respond to the alert

Follow the link
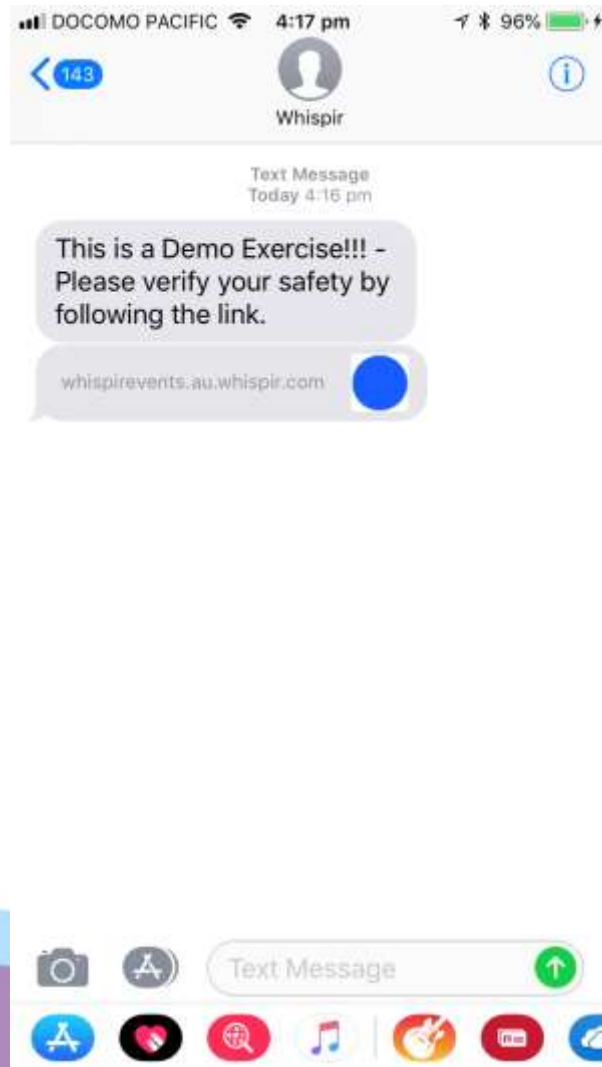
Accept the location & respond

Demonstration Site

https://mob.ap.whispir.com/portal/richmessage/vwjPj9y/v.prtl
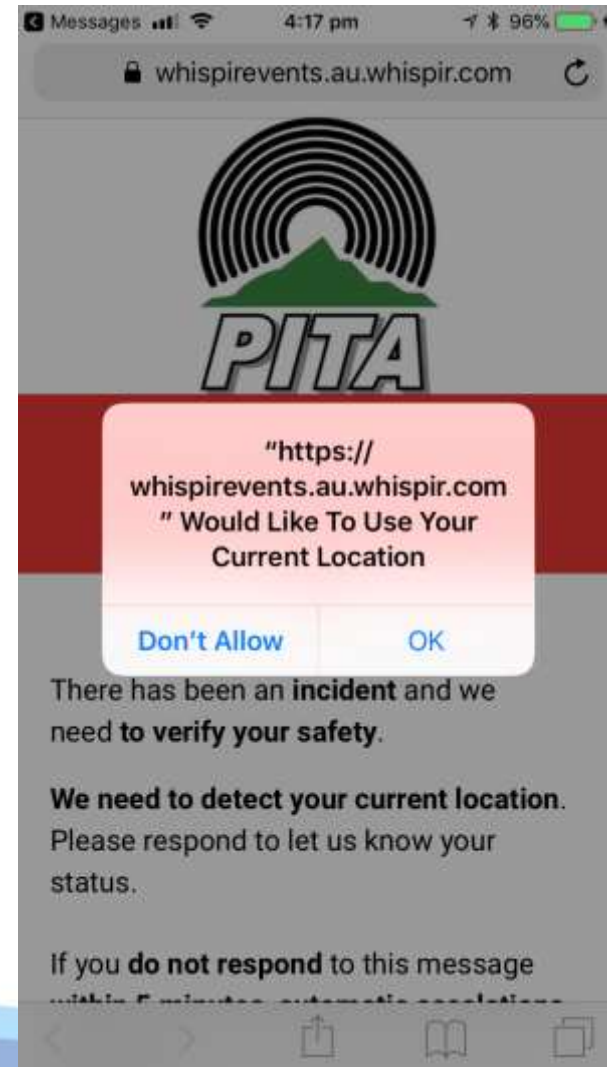
Key Pacific Region Use Cases

- Disaster awareness and response communications
- Tourism offers based on geographic location
- Government Utilities announcements

Telehealth Capabilities

Telehealth Platform, Clinical Access & Coordination and Digital Engagement & Monitoring
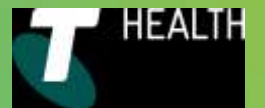
The challenges of delivering healthcare in Australia

Access to Healthcare : Approx. 7 million Australians living in rural and remote areas. Compared to people living in metropolitan areas, those in rural and remote regions have:

- Higher prevalence of chronic illness

- Higher levels of disease and injury

- Poorer access to and use of health services

- Poorer health outcomes

An example of a journey for a patient living in rural South Australia is 2 hours to the nearest town. Bus to Adelaide comes through at midnight – only 3 times a week and journey is 20 hours. This patient is disconnected from their family for up to one week for one specialist appointment.

Distances between Alice Springs and other major Australian cities

Darwin

2 hr flight
18.5 hrs drive
(1,500KM)

Alice Springs

2 hr 40m flight
33 hrs drive
(2,510KM)

2 hrs 10m flight
17 hr drive
(1,531KM)

3 hr 20m flight
30 hr drive
(2,774KM)

Perth

Adelaide

Sydney

People per sq km

100.0 or more	
10.0 to 100.0	
1.0 to 10.0	
0.1 to 1.0	
Less than 0.1	

0   1000

Kilometres

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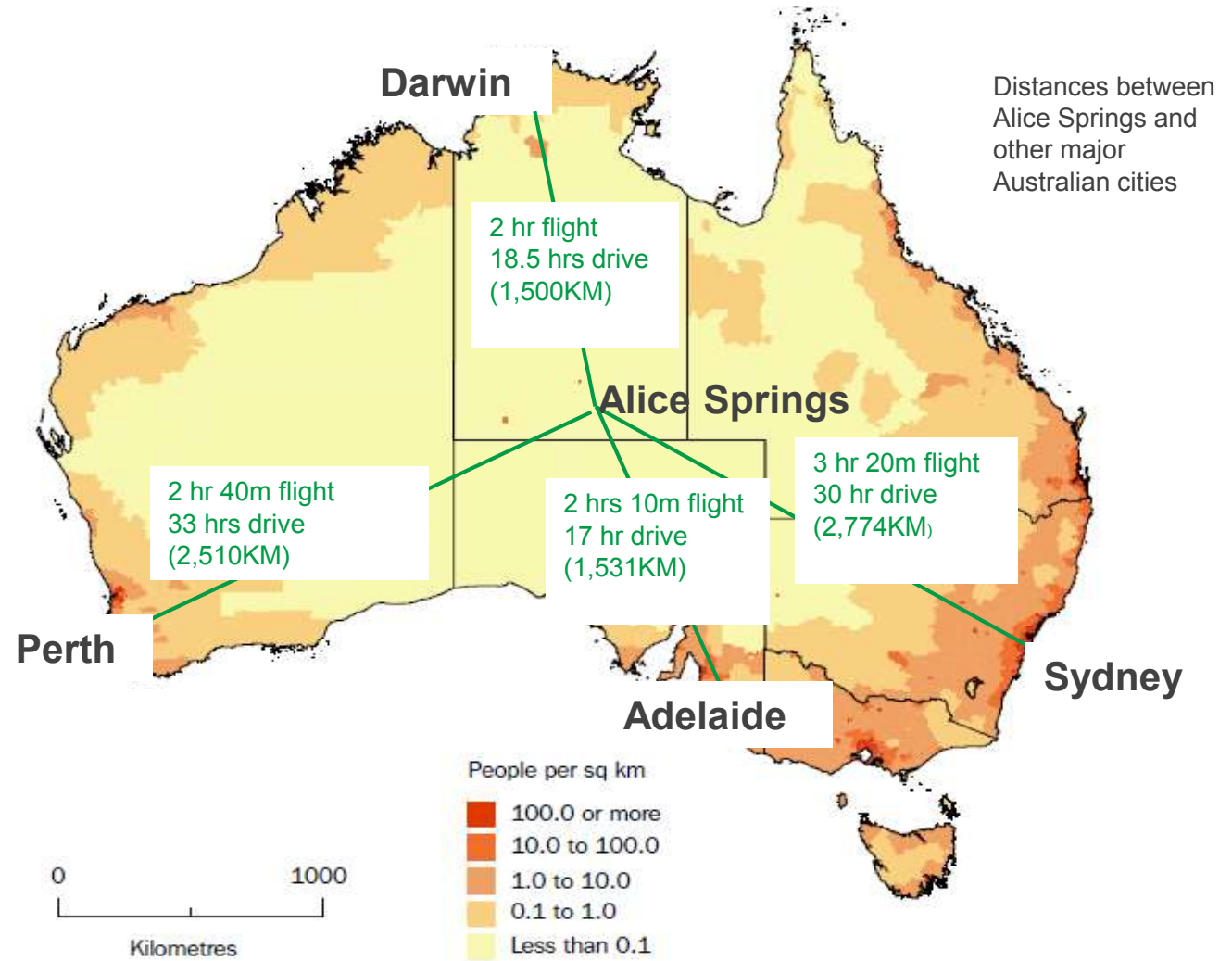
Vision for in home care

Medical Provider

A fully managed solution enabling focus on core business

Improved service delivery with happy, healthier, empowered clients

More efficient use of clinical staff time

Rapidly scalable solution

Peace of mind on data security

Cost certainty through an OPEX 'as a service' business model
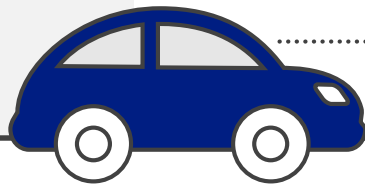
Remote Nursing

Reduce home visits for simple monitoring tasks

Early warning of health issues through remote monitoring

Improved client awareness and self management

Easy engagement with clients through video

Videoconferencing with specialists while visiting clients

Client

Stay healthier, at home, for longer

Play an active role in their own care

Appointment/ medication reminders

Greater preparedness for home visits

Less travel and fewer visits to hospital/ GP's

Peace of mind knowing their health is being monitored remotely

Easy video contact with carers

Greater social connection with family, friends and community groups

Community Care Industry Update
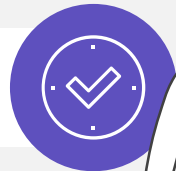
"return on investment of a telemonitoring initiative … would be in the order of five to one by reducing demand on hospital inpatient and outpatient services, reduced visits to GPs, reduced visits from community nurses and an overall reduced demand on increasingly scarce clinical resources" CSIRO (2016)

40% reduced mortality rate

36% decrease in hospital admissions

24% cost savings to the healthcare system through few GP visits, specialist visits and procedures
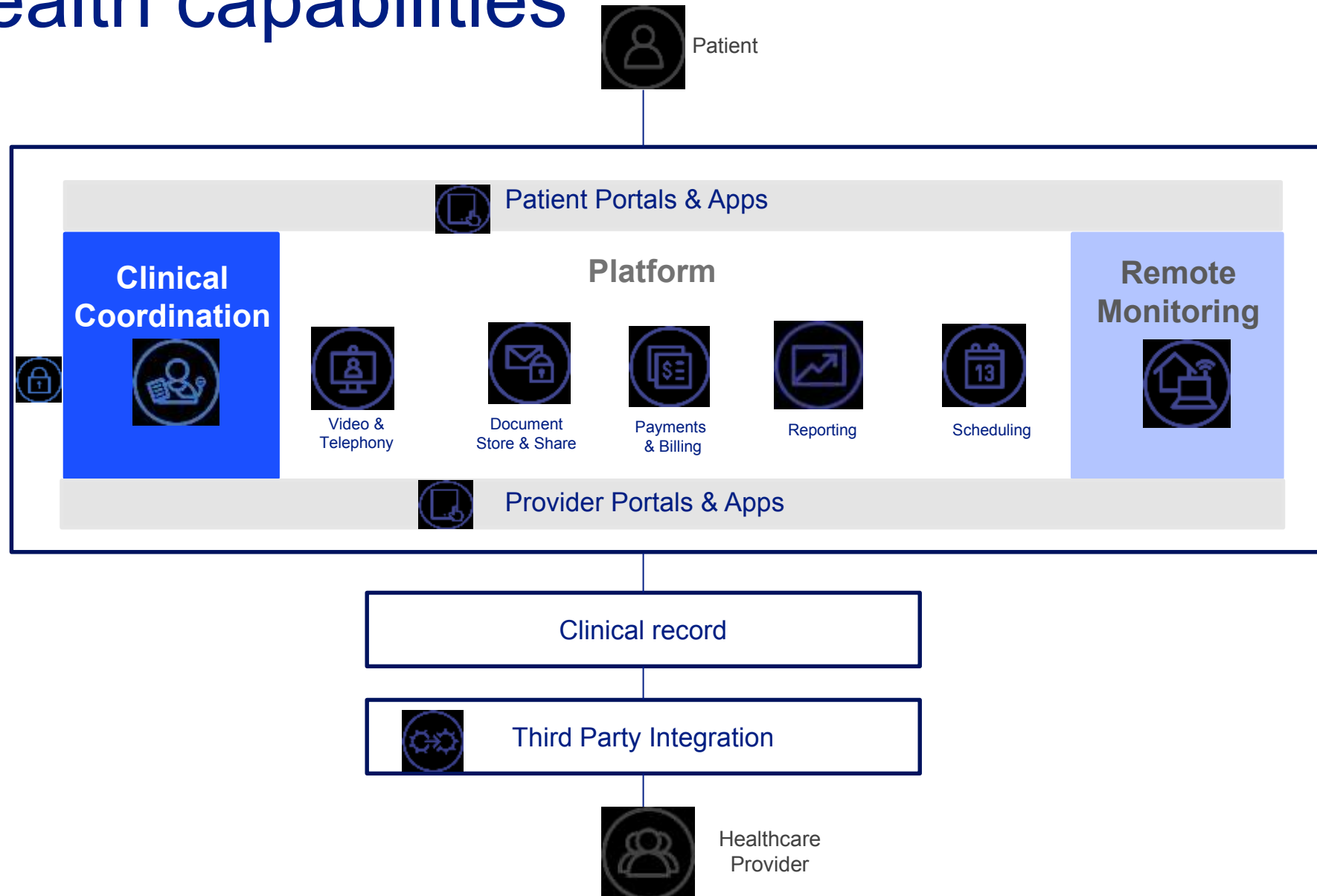
Clients have reported **improvements in anxiety, depression, quality of life and better understanding of their chronic conditions**

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Telehealth capabilities

Patient

Patient Portals & Apps

Clinical Coordination

Platform

Video & Telephony

Document Store & Share

Payments & Billing

Reporting

Scheduling

Remote Monitoring

Provider Portals & Apps

Clinical record

Third Party Integration

Healthcare Provider

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Consumer and family portal

Video Conferencing

- Face to face communication between consumers, their families and providers

- Schedule and manage single/multi party video conferencing

- Based on WebRTC standard to enable access using a browser, mobile app (anytime, anywhere)

- No installed application or intervention from consumer (e.g. Skype)

- Interoperates with Lync, Polycom and CISCO high end VC services used by call centres
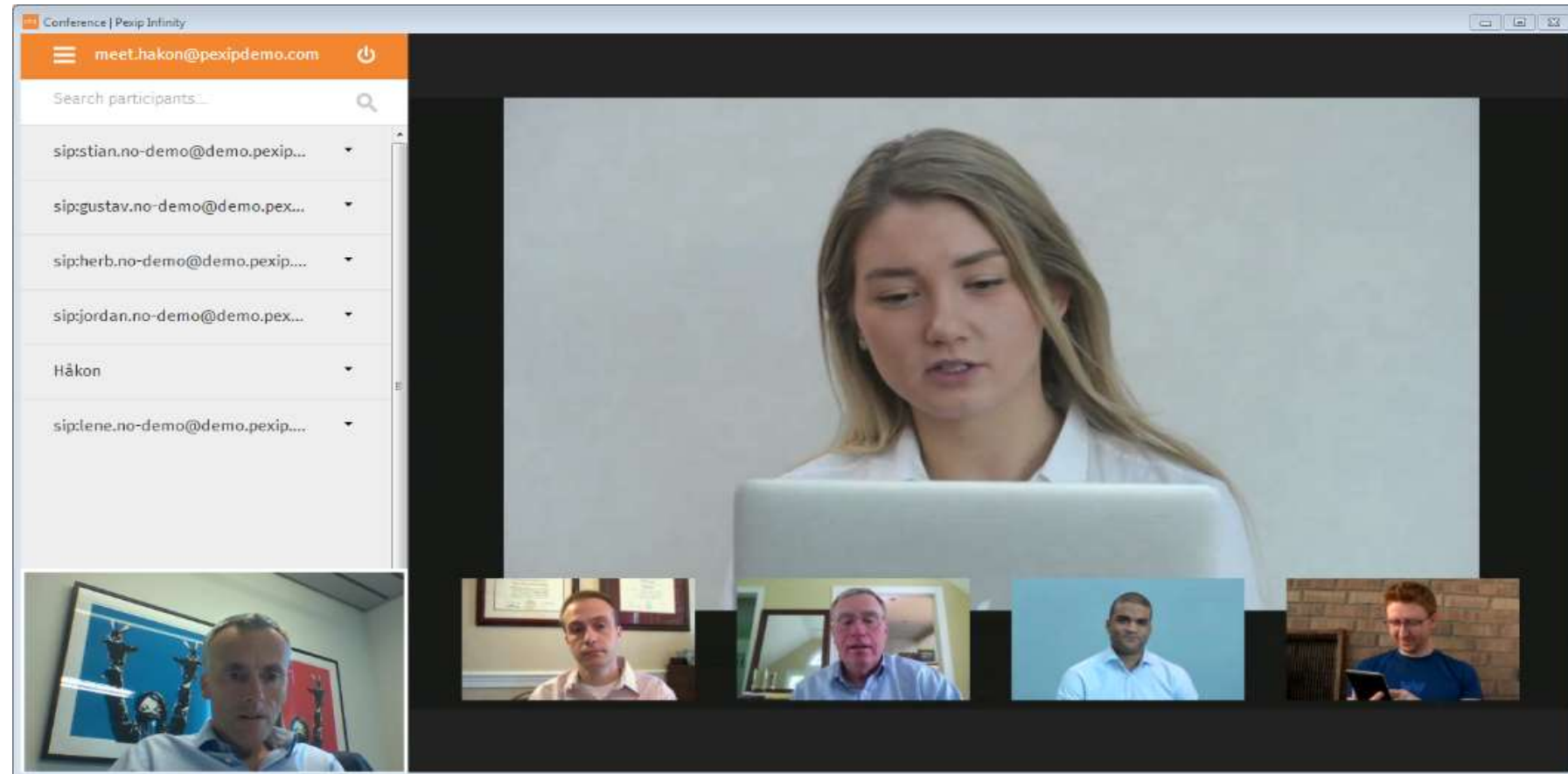
Remote Monitoring

Monday 11:31am

Health Journal — Step 2

Do you have a cough?

- ☐ No
- ☑ Yes, a dry cough
- ☐ Yes, a chesty cough

‹ back

Next

Blood Glucose - Overview

CLOSE

Your last reading on
15 October 09:29 AM — **5.1 mmol/L**

Your overall Score — **GOOD**

PLAY

Measure your blood glucose using the kit to prick your thumb then, add a drop of blood.

VIEW HISTORY | OVERVIEW | MANUALLY ADD

Weight - History

CLOSE

DATE	TIME	READING
15 Oct	10:50 am	82 kg
7 Oct	11:50 am	85 kg
30 Sept	10:50 am	87 kg
23 Sept	11:50 am	90 kg
7 Sept	11:50 am	96 kg

TREND GRAPH

Kg — 95, 90, 85, 80, 75

90 kg, 87 kg, 85 kg, 82 kg

Target weight

Time — 30 Sept, 23 Sept, 15 Oct, 7 Oct

VIEW HISTORY | OVERVIEW | MANUALLY ADD

TELSTRA

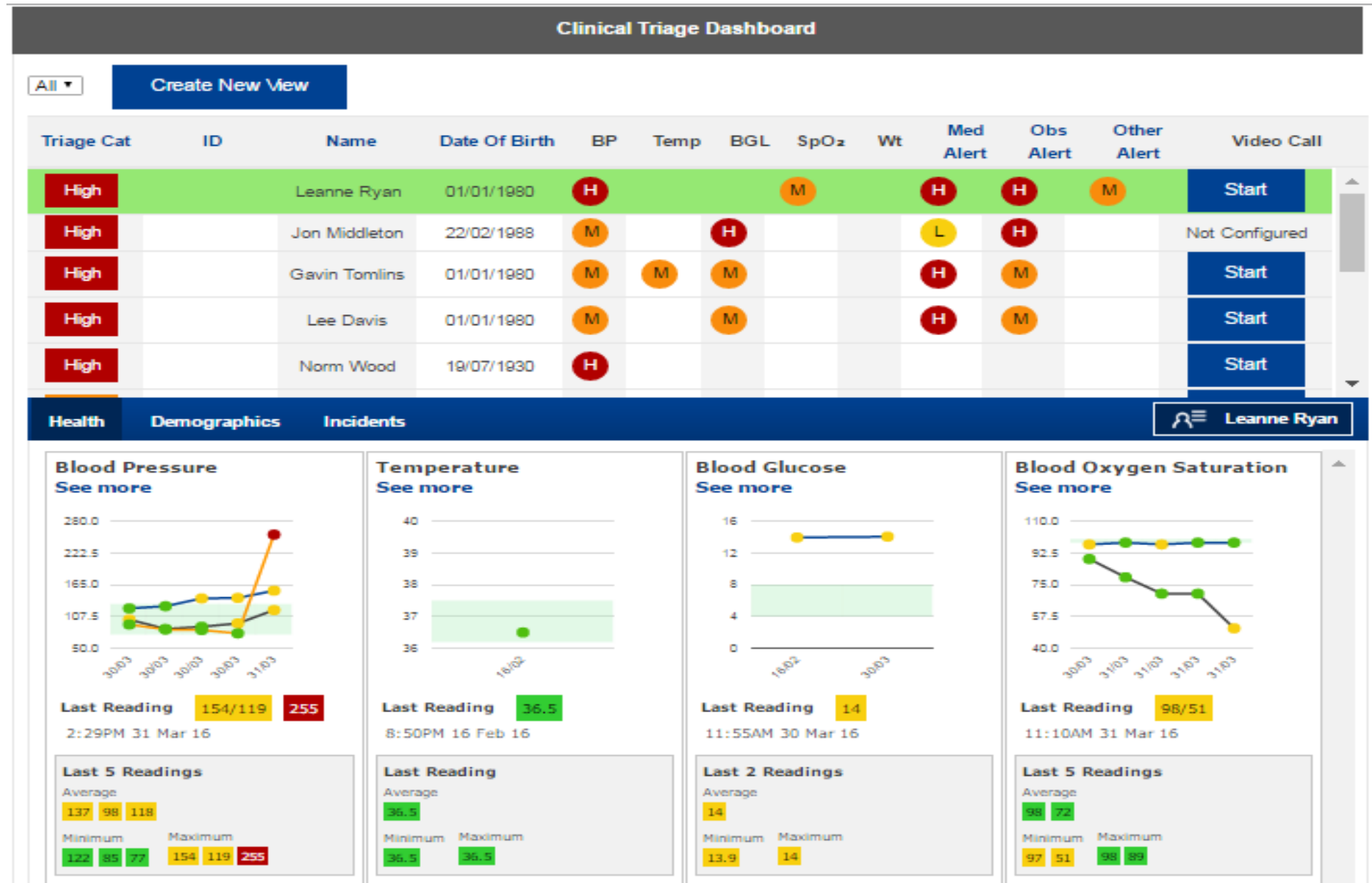# Triage dashboard (Monitoring Community Health)

- Secure web hosted portal

- Uploads data immediately once synchronization has completed

- Coloured 'bubbles' show the consumer risk level – severity

- Customizable layout

- Initiate video conference capability

- Alerts for specific tasks

A constant **companion**

Simple
Removes clutter and tech-speak
Improves navigation and notifications
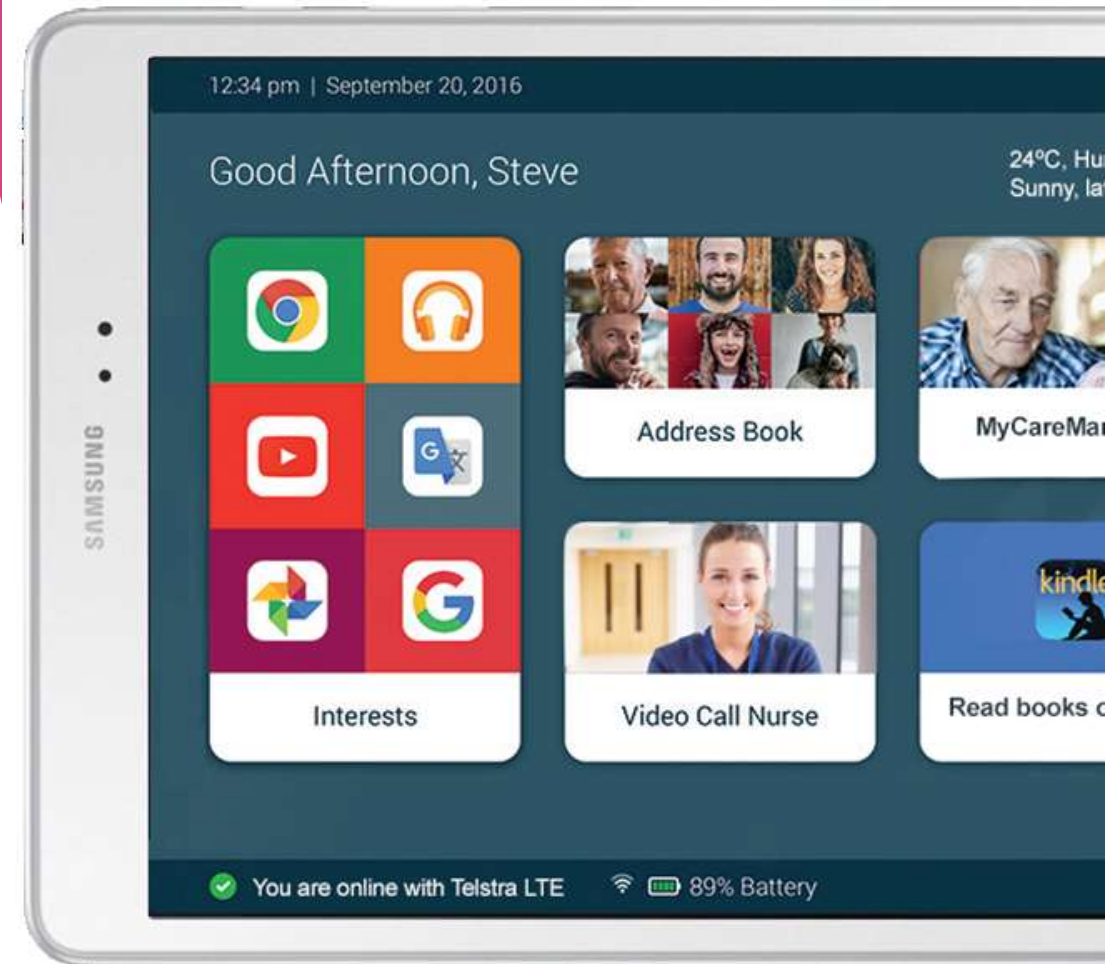Tailored to the physical requirements of a senior

All about the user
Individually personalized
Loaded with content, applications and personal accounts upon arrival

Easy to handle
Accessible touch-screen interface for seniors
Adjusts for limitations in vision and dexterity

Thank you

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Check a live active disaster management site:

https://www.emergency.wa.gov.au/
http://emergency.vic.gov.au/respond/

More about Telstra Ventures:

https://www.telstraglobal.com/ventures/

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