

A nighttime photograph of a cityscape with light trails from cars on a road. The sky is dark with some clouds, and the city lights are visible in the distance. The light trails are in shades of purple and blue, curving across the road.

**Public Sector**

# Virtual Visits and Video Enabled Justice

*Helping provide virtual face-to-face service  
when in person assistance is no longer possible*

# AGENDA

- 1 VIRTUAL VISITS
- 2 VIDEO ENABLED JUSTICE
- 3 NEXT STEPS

## VIRTUAL VISITS



**RAINER  
BINDER**

GLOBAL  
SOCIAL  
SERVICES  
LEAD



**TOM  
HOGLUND**

NA LEAD  
H&PS  
MODERN  
WORKPLACE



**KEITH HUDGELL**

GLOBAL LEAD  
TEAMS

## VIDEO ENABLED JUSTICE



**JAMES  
SLESSOR**

GLOBAL  
PUBLIC  
SAFETY  
PRACTICE



**EMMA  
FEGGETTER**

GLOBAL VEJ  
LEAD



**LORA BENOIT**

NA VEJ LEAD

## AMBG NA TEAM



**SIMON HAKIM**

NORTH AMERICA  
LEAD



**ALISSA RIEHLE**

GLOBAL MARKET  
DEVELOPMENT



**THULYA  
BEZAWADA**

WEST MU H&PS



**AARON WRIGHT**

MIDWEST MU  
H&PS



**RAY HAWAT**

SOUTH MU PS



**DEEPAK PARASIYA**

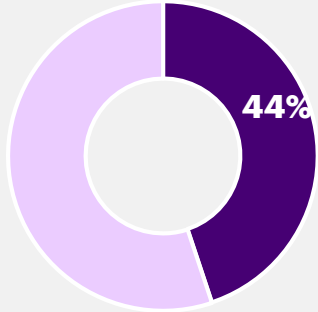
NORTHEAST MU  
H&PS

# Upward trend for Virtual Visits with citizens, customers, patients, etc.

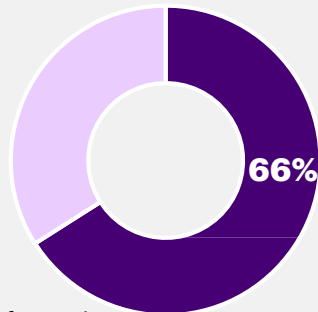


## CONTACT RISK

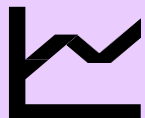
Customers and employees are uncomfortable about visiting physical offices ...



44% of consumers feel uncomfortable about visiting public places<sup>1</sup>

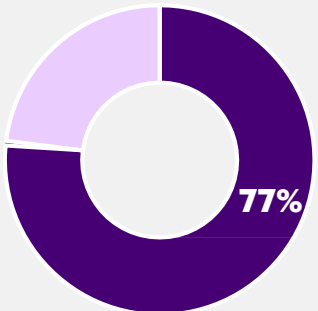


66% of workers are more worried about contact risk when lockdown measures are lifted, than financial risks of delaying returning to work<sup>2</sup>



## VIRTUAL VISITS

... Resulting in uptake of virtual visits



77% of consumers expect to sustain increased level of Virtual Consultation for personal health post the pandemic<sup>1</sup>

Health systems, independent practices, behavioral health providers, and others are reporting

### 50-175x

The number of Telehealth visits compared to pre-Covid-19<sup>2</sup>

## Business problems addressed:

- Customer and employee health
- Surge in service demand
- Reduced travel
- Richer and more fulfilling customer and employee experience
- Privacy and security

# AGENDA

1 **VIRTUAL VISITS**

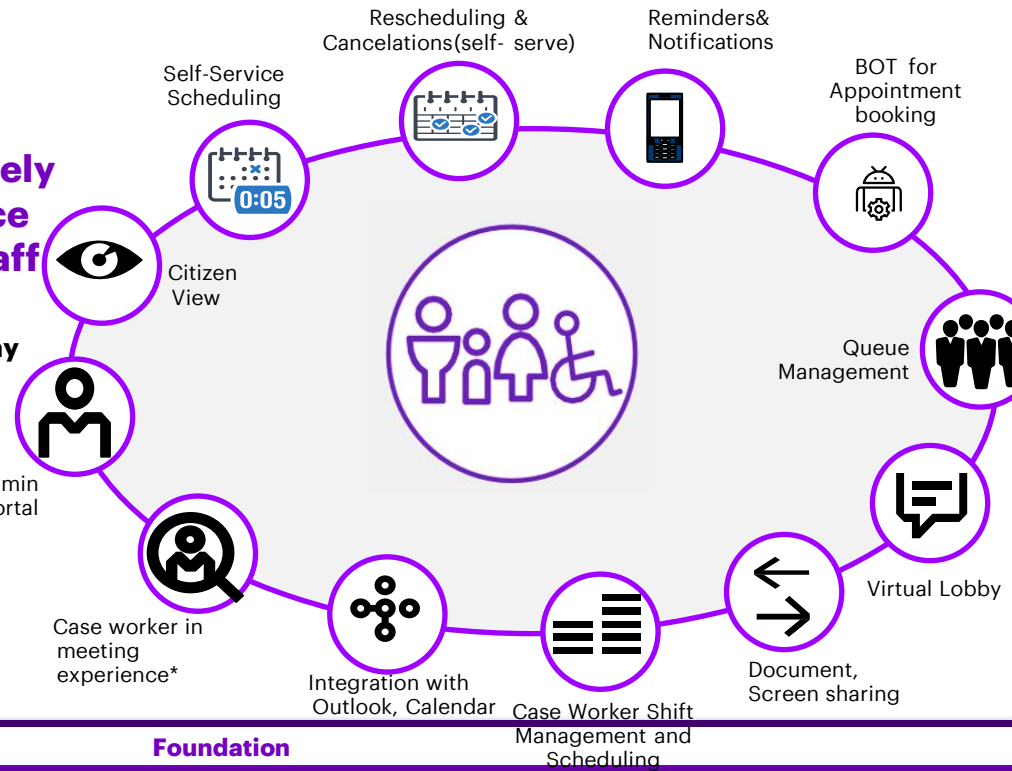
2 **VIDEO ENABLED JUSTICE**

3 **NEXT STEPS**

# An Accelerator that rapidly and securely transforms how social services organizations deliver Face-to-face and phone service at a time of unprecedented need and restrictions

**More than just a Video Teleconferencing... a completely new end-to-end remote service experience for citizens and staff**

**Self-Serve Appointment Booking | Two-Way Sharing of Documents and Information | Queue Management | Virtual Lobby**



\*Under Development

## Foundation



**Supportive**



**Accessible**



**Human-centered**



**Cloud-based and scalable**



**Channel-less**



**Automated**



**Secure**

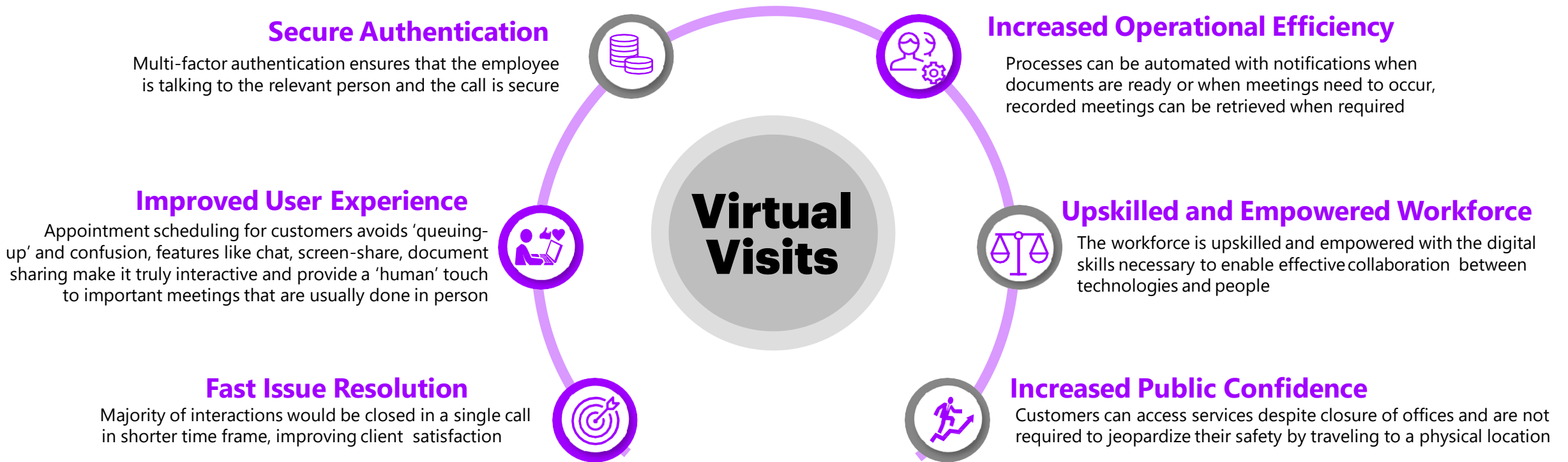
## Secure & Collaborative Interactions through the process lifecycle

### Key Functionalities

- ✓ **Self-service**, omnichannel appointment booking, including reminders, rescheduling and cancellation
- ✓ **Virtual Robotics Assistant** for appointment booking
- ✓ **Queue Management** and **Virtual Lobby** for improved citizen experience.
- ✓ **One to one and group video conference** capabilities—see non-verbal cues, citizen's home environment and other aspects of interaction not possible via a phonecall. **In-Meeting** experience for Case Workers
- ✓ Built in ability to securely **share documents, share screens, text messaging** and other collaboration features.
- ✓ Secure **workflow allocation and scheduling**
- ✓ Option to leverage for **inter and intra organization collaboration**
- ✓ **Integration** with Microsoft Outlook, Calendar and client CRM system (on a need basis)
- ✓ **Flexible design** customizable to client requirements
- ✓ All in a **protected, government specific cloud environment** that supports the highest standards of security and privacy offerings and levels of certification vary by geography

# Benefits of Virtual Visits

**Adopting Virtual Visits is relevant in the immediate term to respond to the pandemic and even more helpful in the longer term as organizations prepare for new ways of delivering service**



# Demo

## Scheduling and Bot

### Schedule Appointment

### Schedule Appointment

## Document Sharing

### My Appointments

Upcoming Meetings Previous Meetings

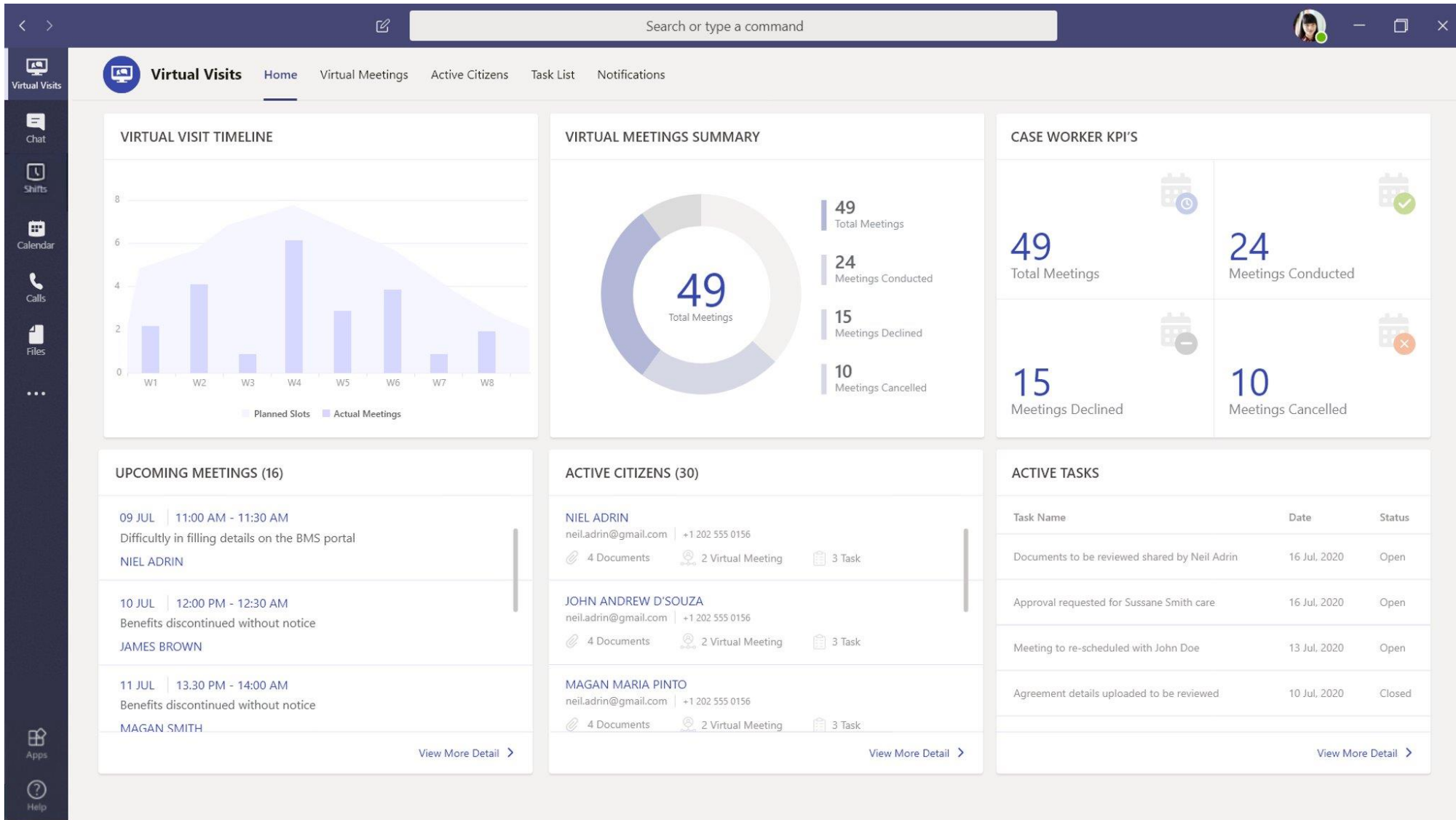
Meeting Name	Date	Time	Status
Appointment	Aug 10, 2020	10.30am - 11.00am	In meeting

### My Documents

## Dashboard



# Reporting



# AVVS Accelerator - High Level Application Architecture


Neil Signs Up and Signs In to the Custom Portal where he can see and Book available Appointments for a relevant Service.



 Azure B2C Identity Store

 Custom Azure Website


 Power Virtual Agent (SAAS)

Azure SQL DB  


Business Layer Service APIs  


Function App Timer Jobs  






 Citizen Connect App

 Microsoft Teams



 Shifts

 Outlook/Exchange

**Key**  
 Configure/Use Out of the box MS Stack   
 Our solution development 



Linda and her Team manage their Shifts, Personal Calendars and Services using Microsoft Teams.



Linda, (as a Licensed O365 User) and Neil (as a Guest) conduct their Microsoft Teams meeting

# Public Service Use Cases

*Driving organizations to adopt Virtual Visits for a multitude of services delivered ...*

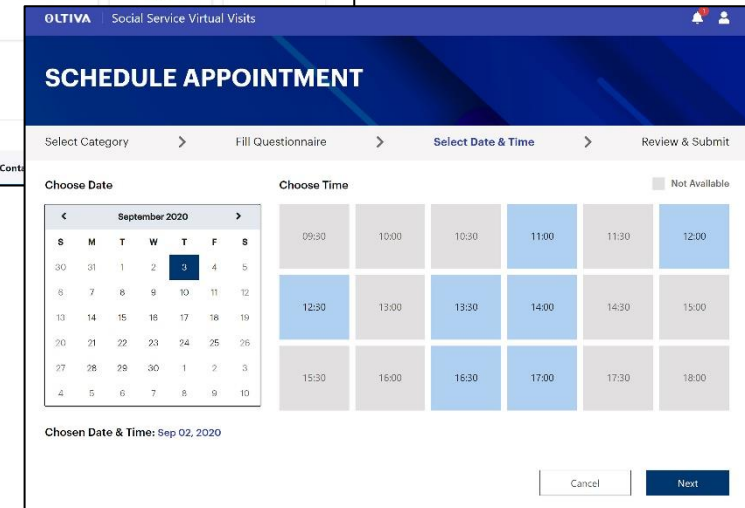
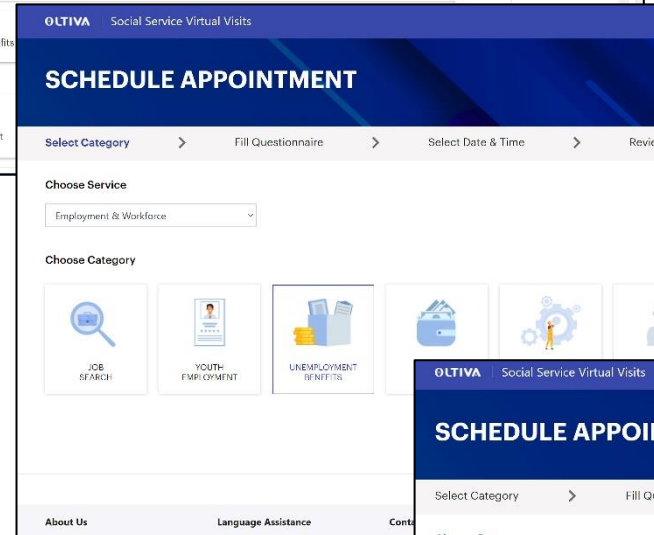
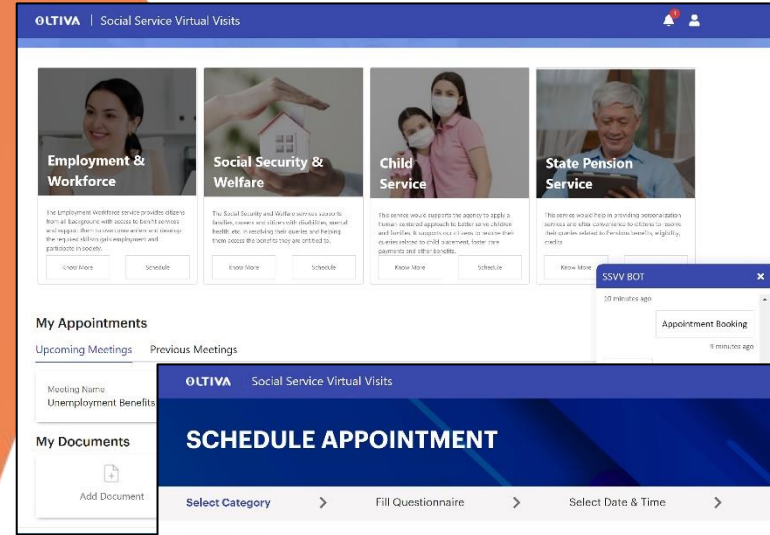


# Case study

## Customized, branded and integrated virtual experience:

- Connects state agencies with citizens and businesses virtually via desktops, laptops, tablets and phones
- Protects state employees and citizens from exposure to COVID-19
- Provides a better and more secure virtual citizen experience
- Allows citizens to schedule appointments and provides reminders
- Allows employees to reference or share information from other state systems as needed
- Brings in specialists when appropriate

## Virtual Citizen Visits *Enabling 12 agencies of a US state*



# Case Study

## Microsoft Teams as a communications platform:

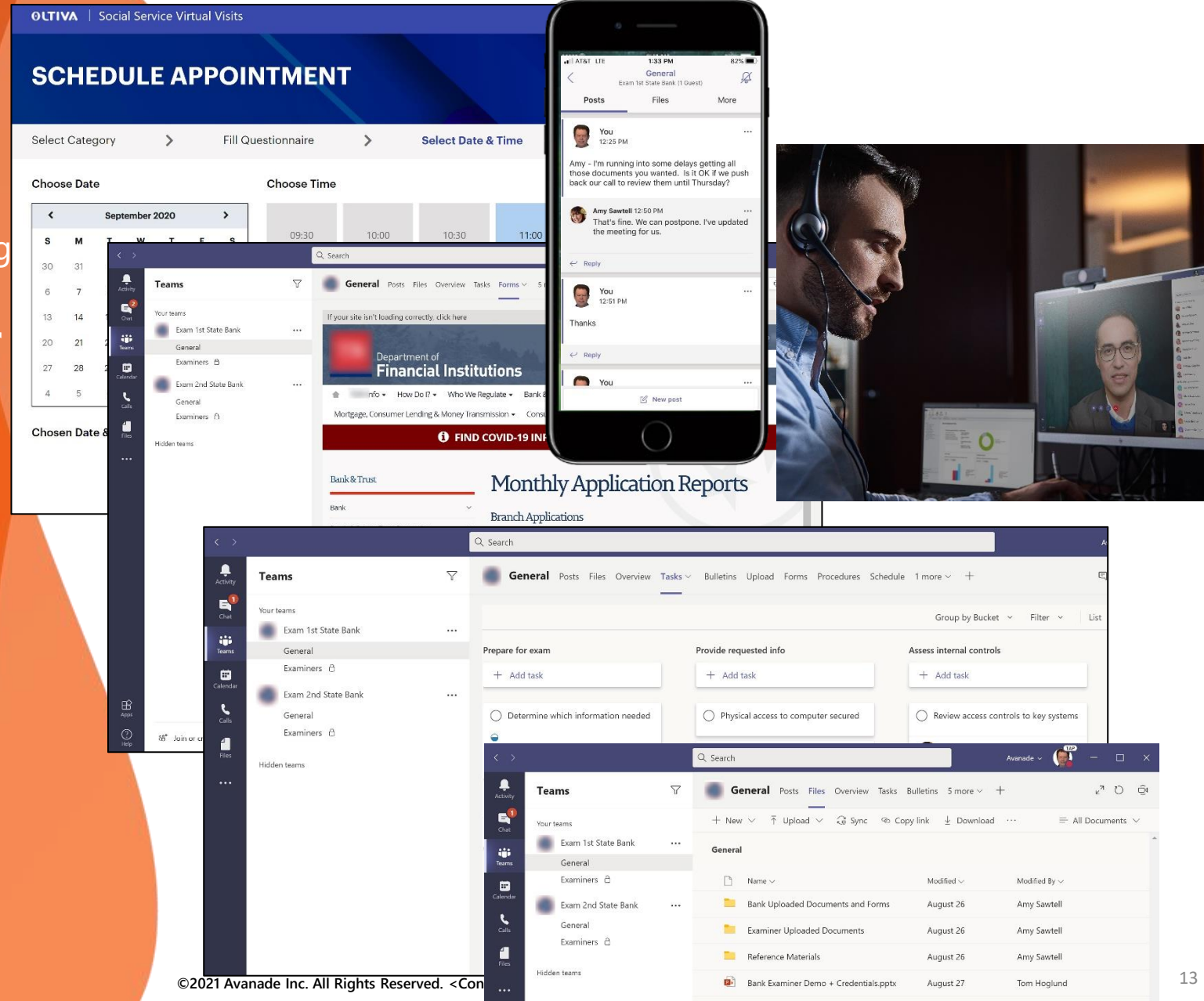
- Scheduling meetings
- Conducting video meetings
- Remote control of a computer for inspecting documents, applications, procedures, etc.

## Microsoft Teams as a new experience for inspections:

- Tasks and workflow
- Reference materials
- Forms
- Document sharing
- Links to other applications and information
- Private channel for examiners only to collaborate

# Virtual Inspections

Enabling multiple agencies of a US state



# Case study

## Customized, branded and fully integrated virtual experience:

- Integrates with Electronic Health Records scheduling systems
- Connects caregivers and patients virtually via desktops, laptops, tablets and phones
- Reminds caregivers of appointments and notifies them about patient wait times
- Customizable virtual exam room engages patients while waiting for caregivers
- Orchestrates multiple caregivers' interactions with patient
- Brings in specialists at need
- Caregivers can share information from EHR as appropriate
- Drives new revenue streams for virtual visits while providing better patient experience and reducing physician burnout

# Virtual Patient Visits

## Top tier cancer treatment center

The screenshots illustrate the OLIVA virtual visit interface. The top navigation bar includes categories like Cardiology, Behavioral Health, Gynecology, and Urology. A central 'SCHEDULE APPOINTMENT' screen allows users to select a date and time for a visit. A notification screen indicates that a visit is starting shortly with a doctor named Specter, MD. The bottom right screenshot shows a live virtual visit with a doctor's video feed and a chat window displaying patient history and medical images.

# Complete Teams end-to-end coverage

## Advise

Teams Deployment Planning Workshops

Teams Calling & Meeting Workshops

Teams Tenant Assessment

Teams Apps and Solutions Workshop

Avanade Envisioning & UX Studio Design

Teams Workflow Design Workshops

Teams Governance and Provisioning Workshops

Teams Secure Remote Working

Teams Security Portfolio Optimisation Workshop

## Transform

Teams Rapid Adoption Services

SfB To Teams Migration Services

Teams Telephony, Voice, Video & Meetings Implementation Services

Teams Workflow Application Design & Implementation Services

Teams FLW & Mobile Application Design & Implementation Services (including Teammate)

Teams Workforce Productivity Services

Teams Governance & OCM Implementation Services

Secure Teams End-2-End Implementation Services

## Manage

Teams Managed Services

M365 Evergreen Management Services

Teammate

Teams Express

Teams Security Express

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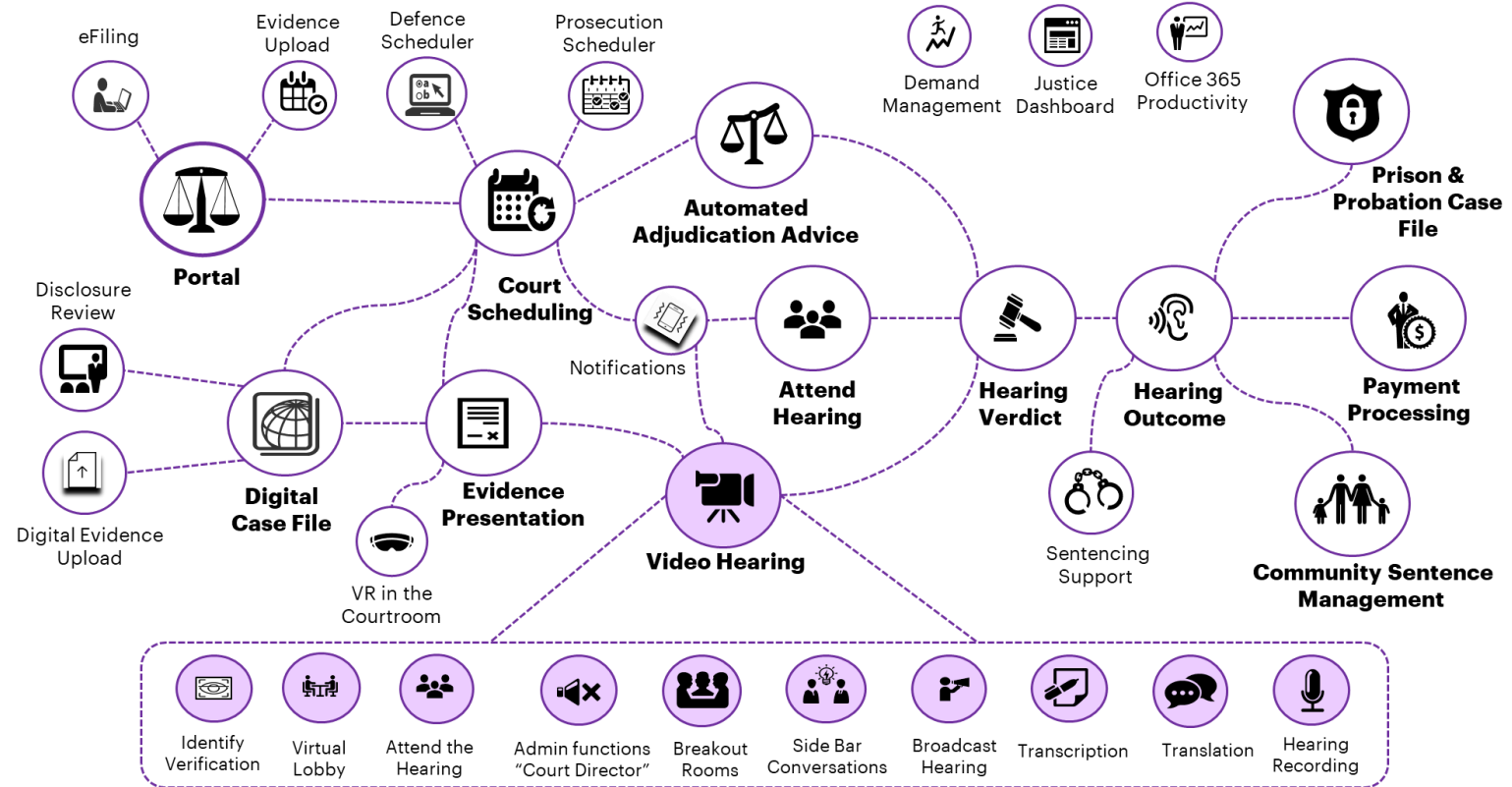
3 NEXT STEPS



# What is the Digital Justice Vision?

## Accenture in collaboration with Microsoft have created a full end to end Digital Justice campaign

- This Campaign is focused on the seamless integration through all aspects of the Justice system
- This vision caters for the new world where there are mixed economies of in person and remote ways of working
- Data is at the heart of the solution, providing the ability to review key insights in the data visualisation tools available



# Digital Justice in the 'never normal' world

The **COVID-19** pandemic has impacted the delivery of justice services globally, coupled with growing economic pressure, it is more pressing than ever before that justice systems seize the opportunity to transform operations



## Problem

**Physical court interactions are complex, costly and increasing challenging in the COVID world**

Justice systems predominantly function through face to face interactions and a significant amount of physical movement from participants. This has a high cost to individuals and agencies, additionally a substantial amount of time is spent waiting. The current outcome of the pandemic means that agencies, organisations and individuals cannot afford this wasted time.

Additionally large backlogs in cases, increased time on remand for prisoners, long wait times for victims, and undermining public confidence in justice systems globally.



## Solution

**Justice systems need to shift to using video-enabled collaboration technologies**

**Accenture's Video Enabled Justice (VEJ) solution, built on the Microsoft Virtual Court Hearing technology, is an end-to-end, future-ready service that is about much more than just video connectivity.**

VEJ provides a scheduling capability applicable across multiple use cases including direct video links to court, fully remote hearings and court trials.

Our solution is enabled through business change and user support making it sustainable for the long term.



## Outcome

**Services continue to be delivered, public confidence is maintained and benefits realised**

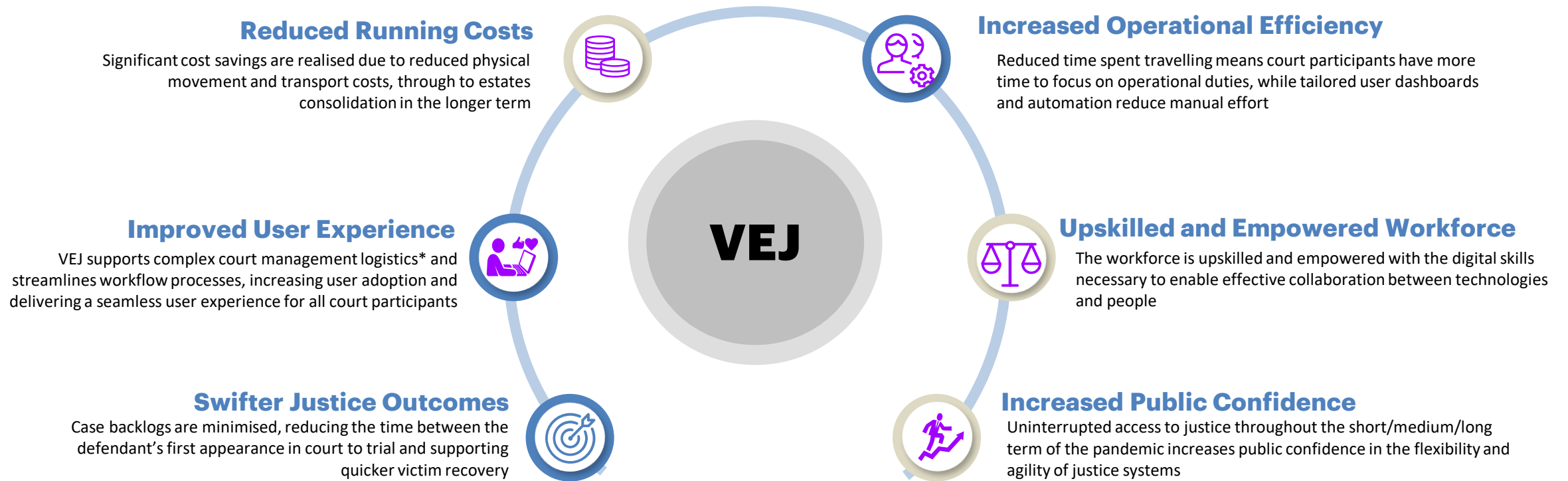
By adopting VEJ justice agencies can:

- make significant financial savings,
- maintain and improve access to justice for citizens,
- provide safer and more efficient working environments for their workforces, and
- increase public confidence in the agility and flexibility of judicial institutions.

# Benefits of VEJ

Adopting VEJ is necessary in the immediate term to respond to the pandemic, and even more critical in the longer term as justice systems prepare for long periods of financial austerity

VEJ DELIVERS BENEFITS ACROSS 6 KEY AREAS:



\* Full realisation dependent on features in development, e.g. advanced scheduling capabilities and attended Virtual Lobby

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## START THE CONVERSATION

- Review sales assets shared via [Teams here](#)
- Reach out to solution contacts or AMBG MU Leads to discuss VV and/or VEJ solutions and align on client needs / business outcomes
- Setup client demo sessions

## VIRTUAL VISITS CONTACTS



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