



Company Facts

Company Name: Vocantas Inc.

Website: www.vocantas.com

Headquarters: Ottawa, Ontario, Canada

Founded: 2003

Company overview: Vocantas is a developer of interactive voice response systems (IVRS) that use advanced computer telephony and speech technology to provide its customers with cost-effective automated outreach solutions. The company's easy-to-use, turn-key solutions offer customizable core features and optional enhancements that integrate seamlessly with existing systems. Its products have particular application in the healthcare, education, utilities and customer service environments where they have been proven to increase efficiencies while minimizing operational costs.

Executive team: Gary Hannah, founder, CEO and president

CallAssure™ Facts

Technology overview: CallAssure is an automated outreach solution that provides hospitals, private clinics and managed care facilities with an automated solution for patient monitoring between clinical visits. Designed with direction from healthcare professionals, CallAssure helps providers deliver personalized, high quality care that makes for healthier patients and better-informed staff.

Research statistics:

- ✔ It takes an average of five dials to reach a contact (line is busy, no answer, answering machine, etc.)
- ✔ An Interactive Voice Response System (IVRS) has a 100% success rate in contacting patients and is 90% quicker than manual dialing
- ✔ 66% of people prefer using a well-designed IVRS over speaking to a live person; feedback from participants indicates they feel that they are not judged by an automated system and so they tend to be more honest in their replies, resulting in more accurate care
- ✔ IVRS are highly accepted by all age and gender categories

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