

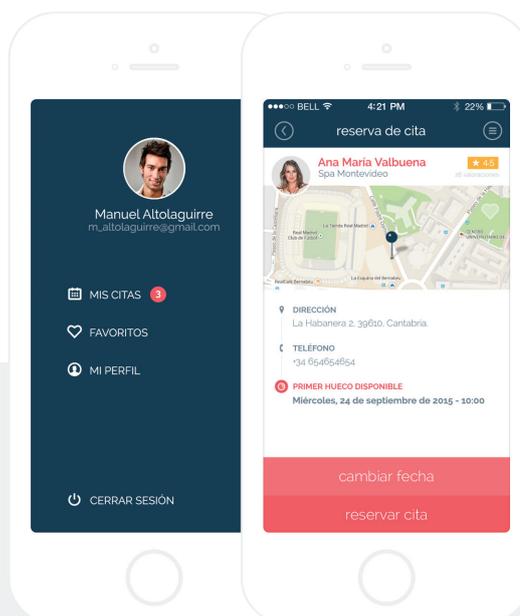
**kairos**<sup>®</sup>

SCHEDULING MADE EASY



Kairos is a comprehensive platform for appointment scheduling and online booking developed for both the public sector and the private, which allows companies and professionals to manage their agendas from anywhere, at any time and from multiple devices (PC, Smartphone and Tablet).

Kairos is designed and focused on professionals but it also offers unique advantages to end users. The application allows customers to locate a professional or company, check the availability in real time and make an appointment on the spot from web environments and apps.



## Flexibility and power

Kairos has been designed to manage multiple business verticals, in different countries and under different languages. Provides the flexibility and power needed to tackle virtually any scenario and to undertake new markets immediately, without carrying out changes in the platform.

## Integration with other platforms

The platform's decoupled architecture provides a web services API that allows integration with other third-party applications, such as providers of directories of professionals, partners, or customers.

## Private label

All Kairos applications, both web and apps for mobile devices, are fully customizable and adaptable to meet companies' business and brand requirements, offering Kairos services as a private label for third party platforms.

## Telephone Customer Service

In addition, together with our Outsourced Telephone Customer Service, our Appointment Management Centre will attend to any requests for appointments by your customers.

Kairos technology allows Companies and Institutions to offer end users a unique service; rather than a mere contact data provider it is a unified appointment platform in which customers can manage all their appointments, regardless of the sector, country or language under a single login.

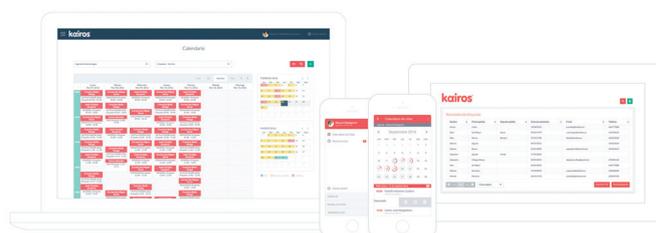


## Appointment management

Enjoy a complete appointment management system that will provide you with a consolidated basis for all the information regarding appointments scheduled and managed by your company, as well as those that have come through the corporate website or through mobility applications available to end users.

Appointments are recorded based on a series of requirements previously established by the company or the professional, so that everything adjusts to your calendar, schedules and services, etc.

With Kairos you can create, edit, copy or cancel appointments; perform detailed searches, print listings, export to Excel, etc.



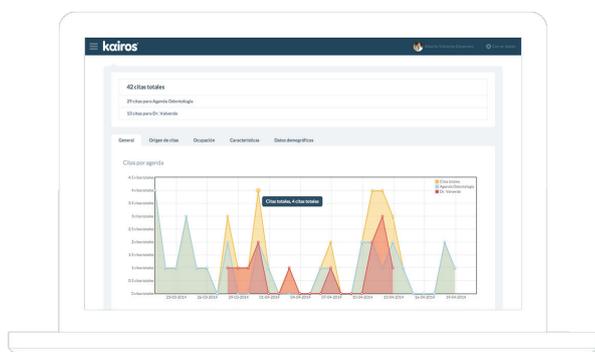
1 A customer makes an appointment by phone, website or apps.



2 Appointment management anywhere, on any device.



3 Appointment attendance. Management of new appointment.



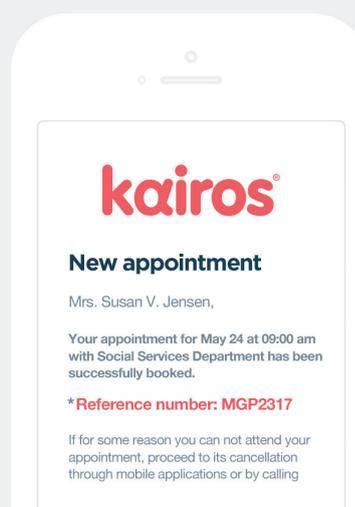
## Business intelligence

Kairos provides you with all the information on daily activities in real time. The statistics section will provide you with graphics on the distribution of appointments from all your diaries, the development of indicators and customized reports, analysis of end user behaviour or unmet requirements.

## Notifications, reminders

Kairos features a complete automated notifications system designed to ensure that you and your customers have records regarding the management of appointments and are kept informed at all times of possible changes and incidents.

\* Possibility of integration with queue management systems

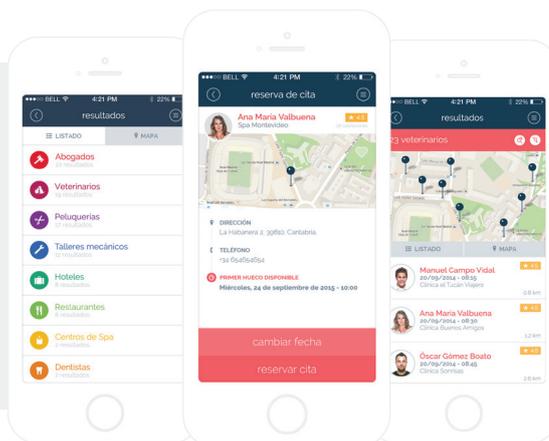


## Online appointment booking

With kairos, your customers can make appointments completely autonomously, at any time and from any place, without the need to call or wait.

Provide your customers with a simple appointment booking system that reduces management costs and the time required for each appointment.

Find and view the availability of a professional or company in real time and book an appointment on the spot.



### Search for companies and professionals

Search based on multiple criteria.



### Self-managed appointments

Management of appointments with no phone calls or waiting.



### Rating Service

Rating of facilities, punctuality and the quality of service.



### Viewing appointments

Lists and reminders of upcoming appointments.



### Favorite list

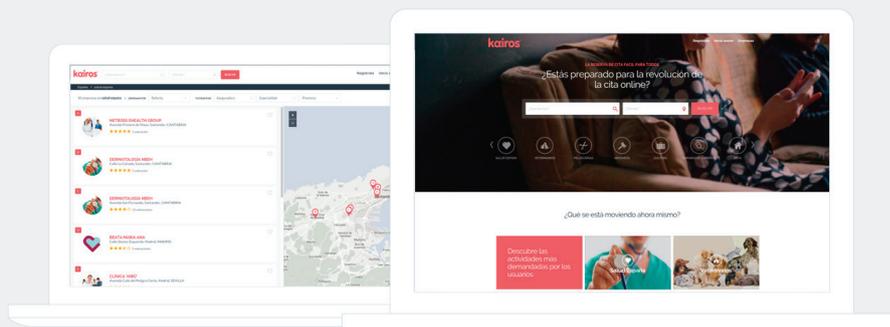
Favorite list to speed up next searches.



### Cancelling appointments

Lets customers cancel their scheduled appointments.

Appointments can also be booked from the web application.



## HEALTH SECTOR

### Asisa

#### Corporate Multi-device Appointment System

Asisa is a leading medical care company in Spain with Spanish capital that operates at a national level. It has held a leading position in medical insurance in Spain for over 40 years.

- More than 1.7 million policyholders
- 4 own clinics, 27 own medical centres, 17 dental clinics, 7 eye units, 3 diagnostic centres and more than 500 approved clinics and centres
- More than 27,000 health care professionals

All this forms the most extensive and highly qualified health care offer in the country. It is also one of the first companies to provide health care services to the three Civil Servant Mutual Funds: MUFACE, ISFAS and MUGEJU.



## PUBLIC SECTOR

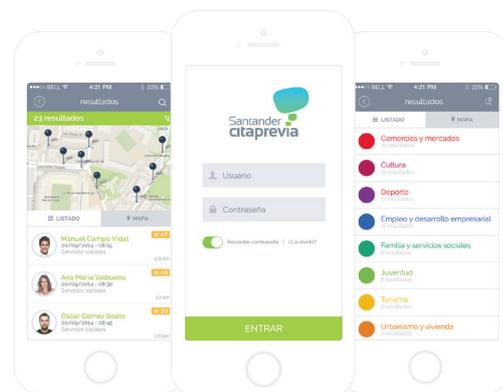
### City Council of Santander, Smart City Project Appointment Service for Citizens

#### • Appointment services at the disposal of citizens in 2014:

- Doctors / Health Care Professionals
- Veterinary surgeons
- Municipal Services

#### • Entities cooperating in the service:

- Official Medical Association
- Official Association of Vets
- Official Association of Psychologists
- Official Association of Nurses
- Official Association of Chiropodists
- Official Pharmaceutical Association
- Official Association of Speech Therapists



## FINANCIAL SECTOR

### Banco Santander

#### Appointments Financial City Medical Centre

- **Market capitalisation:** EUR 63,000 million (Eurozone Top 1)
- **Total Assets:** 1.3 Billion Euros
- **Ten major markets:** Brazil, Spain, United Kingdom, Mexico, Portugal, Germany, Chile, Argentina, Poland, United States
- **Customers:** 102 million
- **Employees:** 186,763
- **Branches:** 14,392 (International banking Top 1)
- **Santander Brand:** Leading financial provider in Spain - 4th most valuable worldwide
- **Euromoney:** Santander Best Bank in the World 2012, Best Bank Argentina, Best Bank Mexico, Best Bank Poland, Best Bank Portugal, Best Bank United Kingdom



kairos®

