

CLOUD SURGE

YOUR TRUSTED DELIVERY PARTNER



CLIENT SUCCESS STORY

Revolutionising the GP booking process with AI

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60%

reduction in project costs



CHALLENGE

GP Triage set out to modernise the traditional GP booking process with an AI-driven system capable of automatically assessing patient symptoms, determining severity, and allocating appropriate appointment slots. The challenge lay in building a sophisticated solution that seamlessly integrated with existing NHS systems while enabling real-time automation without disrupting GP surgeries or requiring costly infrastructure overhauls.



SOLUTION

Cloud Surge empowered GP Triage with a flexible, on-demand Fusion Pods team, delivering expert technical support precisely when needed. Our agile approach complemented GP Triage's lead architect and product owner, ensuring rapid development without overburdening their core team.

Leveraging Microsoft's Power Platform and Azure, we developed a scalable solution that seamlessly integrated into GP workflows: Dataverse for secure, centralised data management; Power Pages & Azure Health Bot for patient-facing triage and appointment booking; and Azure Functions, Logic Apps & Power Automate for

back-end automation, ensuring smooth, real-time processing of patient data.

This strategic use of Power Platform and Azure Health Bot enabled a robust, efficient system that optimised GP appointment scheduling while enhancing patient experience.



THE OUTCOME

Cloud Surge's on-demand Fusion Pods model gave GP Triage the agility to meet ambitious project timelines without the constraints of permanent hiring. Our support provided specialist expertise exactly when needed, preventing resource shortages that could have delayed or even derailed the initiative.

We continue to support GP Triage as an extension of their delivery and support team with the ability to bring in resources as and when required for bug fixes and updates.



Scalability & Flexibility

Our plug-and-play model meant GP Triage could scale resources up or down as needed, ensuring efficiency without unnecessary costs.



Cost Efficiency

By eliminating the need for full-time hires, GP Triage significantly reduced overheads, allowing budget reallocation to core priorities.



Faster Time-to-Market

We enabled GP Triage to successfully meet tight MVP deadlines, ensuring project momentum.



Working with Cloud Surge had a significant impact on our team. Before partnering with them, we were stretched thin, balancing multiple priorities and deadlines. Their expert Pods alleviated workload pressure, allowing our core team to focus on strategic priorities while Cloud Surge handled the technical execution. The result was a more manageable workload, reduced stress, and improved overall morale.

Hannan Chaudery

CTO at GP Triage