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Australia's Vonage partners with Feros Care to provide social and telehealth solutions

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28 million telehealth services provided to 10 million patients in Australia between March and August 2020



Vonage a global leader in cloud communications helping businesses accelerate their digital transformation, has enabled aged care and disability support provider Feros Care to provide video telehealth solutions to its clients powered by Vonage.

The Vonage Video API, embedded within Feros Care's Virtual Social Centre, enables the non-profit organization to conduct real-time live-streamed events for more than 600 of its members across Australia. Running seven days a week, these events cover a wide range of activities beyond healthcare, from exercise classes and talks on healthy living, to games, entertainment and virtual social gatherings and can be experienced on any device.

"The Virtual Social Centre is an inclusive platform that allows our clients to socialise, learn new skills or just catch up with others," said Ian Bonner, Senior IT Project Manager at Feros Care. "The Vonage Video API has enabled us to provide a secure and scalable platform that delivers reliable audio/video quality for our clients. The technology enabled easy integration within our platform and supports a wide range of mobile operating systems and browsers. With Vonage, we are looking to scale our activities to 2,000 sessions per month."

The COVID-19 pandemic has accelerated the use of telehealth in Australia. According to the Department of Health, healthcare providers delivered 28 million COVID-19 telehealth services to over 10 million patients between March and the end of August – over 118 times as many consultations as were delivered in the whole of 2018 to 2019.

“As a leader in video solutions, Vonage powers telehealth solutions for many healthcare providers and social service organisations worldwide, like Feros Care,” said Sunny Rao, Vonage Senior Vice President and General Manager for the Asia Pacific region.

The Vonage Communications Platform allows for the integration of fully programmable APIs into existing products, workflows and systems and from which the Company’s unified communications and contact center solutions are built. With more than one million registered developers, the Vonage Platform provides businesses throughout the Asia-Pacific market and worldwide with the power and flexibility to integrate multiple communications channels? video, voice, chat, messaging, email and verification ? into their applications, products, and workflows to create new paradigms in their industries. Through its partners, Vonage’s platform is at the centre of many notable transformational projects in the region, and a de facto for startups.