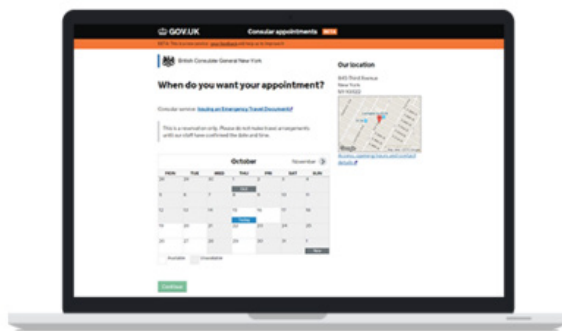


**miso** have partnered with BookingBug to offer a flexible and easy to use appointment booking system. The BookingBug system has already been implemented by NHS, education, central and local government organisations including:

## The Foreign & Commonwealth Office



### *The Challenge*

The FCO provides consular services to millions of British citizens living and travelling abroad. Appointment booking processes for these services varied greatly, with only 23% of appointments being made through digital channels. The FCO was seeking a way to streamline appointment booking and ensure it became digital by default.

### *The Solution*

A fully security compliant, responsive online booking system was implemented and integrated into the FCO's existing website. This now manages appointments for 25 different consular services in 200 locations globally.

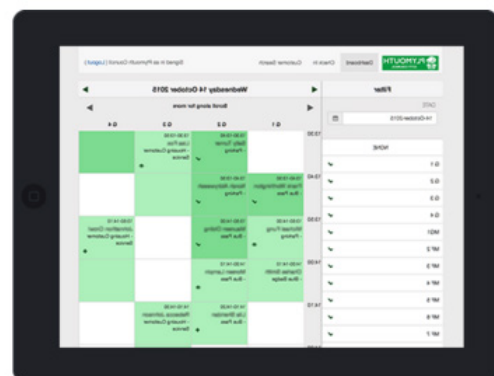
## Plymouth City Council

### *The Challenge*

Plymouth City Council was seeking new technology to modernise how customers book and interact with public services, to improve inefficient processes and enable an integrated mix of traditional and digital channels.

### *The Solution*

Plymouth rolled out the service to enable customers to book 18 different council-run services. A bespoke iPad app was also created for staff to manage appointments. The real-time reporting module provides a better understanding of customer requirements and how they can be met.



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