



Dedalus acquires Swiftqueue to support patients in accessing healthcare services through a digital front door

Milano, November 16th, 2021 – Dedalus Group ("Dedalus"), a leading international healthcare software solutions provider, has announced to have completed the acquisition of 100% of Swiftqueue Technologies Ltd a fast-growing cloud-native appointment and scheduling solution provider.

The Cloud-native Swiftqueue solution enables patients and citizens to access healthcare services provided from hospitals, clinics and specialists through a digital front door. The software is extensively deployed throughout the UK, Ireland and Canada, where it has transformed access to care and diagnostic services. This includes appointment solutions for phlebotomy clinics, diagnostic imaging, vaccination services and multiple care pathways across acute and community services.

This acquisition is complementary to Dedalus existing scheduling and appointment handling capabilities, delivering a modern, patient facing solution to support organisations in referral management, management of waiting lists and clinical appointments. Dedalus can now offer this service in European markets, Australia, New Zealand, Asia, Latin America, North America, Middle East and Africa.

“Combining Swiftqueue with our existing appointment management and scheduling systems will accelerate access to health and care services. Patients have an increasingly active role in their own care planning and many health economies have a large backlog of appointments to triage and manage. Access to diagnostic services is also in huge demand. Dedalus and Swiftqueue offer a capability that greatly improves the workflow of appointment management, focusing on the experience for patients and service providers”, explained Andrea Fiumicelli, CEO of Dedalus Group.

“This modern, cloud first platform provides an enhanced system of engagement to streamline access to care and is applicable across many different care pathways, disciplines and care settings. A real advantage is the speed in which the Swiftqueue technology can be deployed, as healthcare organisations find themselves under tremendous pressure to manage growing waiting lists” adds Colin Henderson, Dedalus Managing Director, UK & Ireland.

“We are very excited to expand on our existing, successful partnership with Dedalus. The Swiftqueue vision has always been to use digital means to coordinate care, and to make access to care as seamless as possible. This is a vision we share with Dedalus. We were already working with many organisations to manage access to diagnostic services and hospital care pathways; where we have experienced a huge uptake in demand through the impacts of COVID and the appointment backlog this has created. This next step in our journey allows Swiftqueue to scale faster and deliver enhanced services to providers and patients across the UK & Ireland and other geographies where a digital front door is a vital component” said Brendan Casey, Co-Founder and CEO, and Declan Donohoe, Co-Founder and CTO of Swiftqueue.

Dedalus is majority owned by Ardian, a world-leading private investment house. In the acquisition Dedalus has been supported by KPMG as it relates to the accounting due diligence, Gatti Pavesi Bianchi Ludovici and McCann FitzGerald for the tax due diligence and DWF as legal advisors.





ABOUT DEDALUS

Dedalus Group is the leading healthcare and diagnostic software provider in Europe, supporting the digital transformation of 6500 hospitals and 5700 Laboratories worldwide and managing more than 330 million patient records. Dedalus works across the continuum of care, offering open standards-based solutions to help healthcare organisations deliver new models of care. More information: www.dedalus.com

ABOUT SWIFTQUEUE

Swiftqueue Technologies Ltd is a leading supplier of scheduling solutions for healthcare in UK, Ireland and Canada. Swiftqueue Enterprise Scheduling solutions coordinates care across Primary Care, Community Care, Acute Hospitals and Specialty Clinics. Delivering a system of engagement that provides transparency, ease of use and valuable intelligence. The net result is a streamlined digital healthcare solution that supports all stakeholders and significantly reduces operational costs.

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