

# Healthcare & Social Services / EMS

## Success Story: Johanniter



### About Johanniter: Facts and Figures

Johanniter-Unfall-Hilfe e.V. is one of the largest aid organizations in Germany, with around 40,000 volunteers, 25,000 full-time staff, and 1.2 million supporting members. They assist people in need regardless of religion, nationality, or culture and are active in areas such as emergency medical services, nursing care, youth work, and humanitarian aid.



#### Danilo Schulz Head of Communications, Fundraising, and Public Relations at Johanniter

"We were looking for a simple solution for our test centers to optimize processes for both users and staff in the best possible way. That meant short waiting times, transparency for customers, and easy handling for employees. cleverQ provided us with the right all-in-one concept."



### The Challenge

At the Johanniter COVID-19 test center in Dresden, up to 5,000 tests had to be efficiently and reliably organized every day, including rapid tests and PCR tests with 24-hour results. High testing capacities required structured and fast process management to avoid long queues and ensure a smooth experience for both visitors and staff.

### Our Solution

- Citizens register on site via a service terminal or at an information desk
- A service ticket is automatically generated for the citizen
- The citizen is guided via the service ticket to the next consultation or directly to the test swab
- The citizen can be redirected to different stations as often as needed until the process is complete

Learn more on  
our Website (EU)

