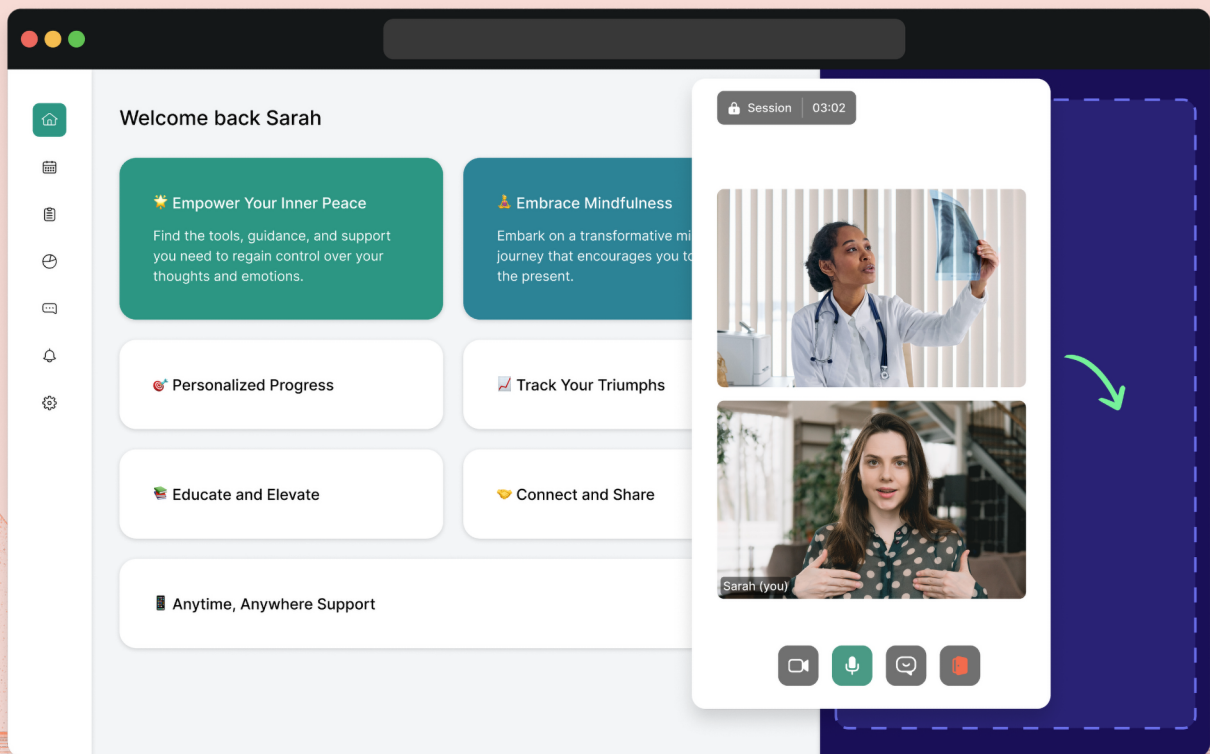


Whereby

A trusted video call API for telehealth



Quality healthcare, anywhere

Improve session quality and patient satisfaction with Whereby's seamless, reliable video calling.



When it comes to growing trust in your telehealth service, you need integrated video calling that keeps patients within your platform and enables clinicians to deliver video consultations through a friendly, stress-free user interface.

You need an easy way for users to troubleshoot technical issues in real-time, to keep consultations on track.

And you need a flexible, scalable API solution that is pain-free to migrate to, letting you and your engineering team focus on building other key areas of your business

This is where Whereby Embedded comes in, letting you deliver high-quality, seamless video call experiences that prioritise what matters most to patients and practitioners.



A straightforward, trustworthy solution

Fueled by over a decade of WebRTC experience and our close partnership with healthcare professionals, we've tailored our API and SDK to the unique needs of telehealth.

Get started in minutes with just a few lines of code, then expand and customize the video call experience to fit your needs.

Let us handle the building and maintenance of new healthcare-focused video call features, so you can focus on providing the best care experiences and remove unnecessary heavy lifting from your engineers.

And deliver high-quality virtual consultations on your platform, leveraging our people-first user experience and interface that is trusted by millions worldwide.

“

With Whereby's API we were able to get up and running in 72 hours and have since provided over 2.5 million video consultations in the NHS.

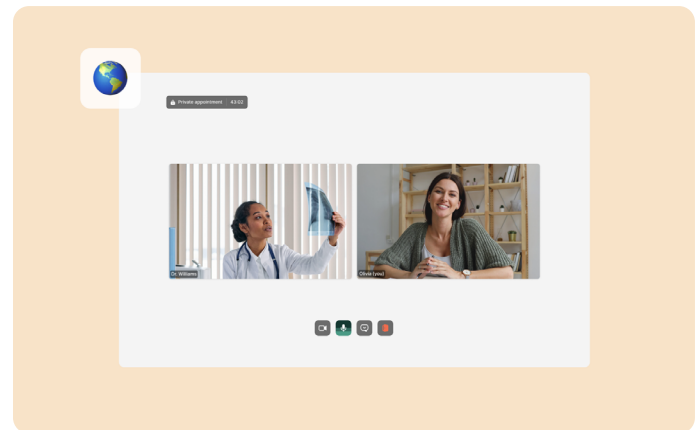
Matt Harrington,
Lead Product Manager,
Accurx

Over 800 paying customers use our API product and we are a provider of choice for many leading telehealth platforms.



The frontrunner in web-first telehealth

Whereby Embedded provides a best-in-class telehealth API with a web-first offering that fully embraces the WebRTC standard.



Originally launched in 2013 as 'appear.in,' we were among the pioneers of WebRTC-based video calling solutions, offering unique URLs that let users start a call effortlessly by sharing a simple link.

This precedes many other options on the market, such as Google Meet (formerly Google Hangouts), which used Flash until 2014, and Zoom, which partially adopted WebRTC in 2019, but still nudges customers to install a native client rather than use a browser.

As such, our engineering and product teams hold several decades of WebRTC experience between them.

And with millions of people using our service every week, you know our solutions are built on the strength of a globally-tested, high-performing infrastructure.



Optimized for telehealth

We're constantly developing new functionality with telehealth in mind, enabling everything from extensive pre-call checkup options, to self-view controls, which allow users to hide their own video window, to a dedicated insights suite for technical troubleshooting.



Built by the best

Our fully remote culture allows us to be expertise-led and source top global talent, enabling us to build best-in-class video communications for our global customer base.



Driving better integration

We're proud to be a W3C member and we work closely with browser engine developers at Google, Mozilla, Apple, Intel and others – both to identify bugs in their engines and to give them feedback on new browser APIs.



The implementation was so easy, the engineering team did it in the time we had set out for them to do the research. They asked me to test it, we tested it, and it worked. Everyone, especially tech, was shocked at how quick it was.

Karoon Nair, Head of Product, nilo.health

Why Whereby?

Enabling user-friendly video calls for your telehealth platform.



86%

of customers said using Whereby made hosting video consultations simpler for end users.

87%

of customers would recommend Whereby to others in their industry.

74%

of customers have hosted more video calls since switching to Whereby.



Pain-free integration

Whereby is quick and easy to get started, and is built to scale.



Stable & reliable call quality

Our global mesh network ensures high-quality, reliable connections from anywhere in the world.



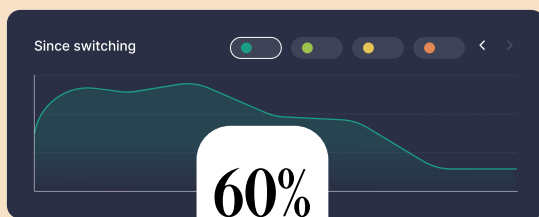
A team that cares

Use our developer-friendly docs or speak to our dedicated experts to help with technical onboarding and support.



Tried & tested features

We leverage our vast base of active weekly Whereby Meetings users to test new features and configurations before releasing these to Embedded customers.



Since switching to Whereby, the nilo.health user ops team has reported a **60% drop** in technical issue tickets.

Our history of telehealth expertise

Powering millions of calls across the globe.

Founded - 2013

The company was founded as appear.in during a Summer intern project inside Norwegian telecom company Telenor.

- One of the very first web applications leveraging the WebRTC standard.

Rebranded - 2019

appear.in rebranded to Whereby, bringing with it a complete UX overhaul of our video calling solution, now called Whereby Meetings.

Became API led - 2023

Driven to make our API best-in-class for telehealth, we pivoted our product and engineering teams to focus 100% on building and supporting Whereby Embedded.



New owners - 2017

With a rapidly growing global user base and an established reputation in Norway and central Europe, we spun out and found a home with new owners, Videonor.

Whereby Embedded release - 2020

Following market changes driven by the COVID-19 pandemic and the growth of the telehealth sector, we released Whereby Embedded, a highly customizable API enabling developers to add seamless video calling to their platform with Whereby's celebrated user interface.

Building for Telehealth - 2024

Throughout 2024, we launched new Whereby Embedded features tailored specifically for telehealth, while prioritizing enhancements to deliver a more flexible and seamless developer experience.

This included introducing AI-powered recording transcriptions, several enhancements to our Browser SDK with React Hooks for fully custom video calling implementations, and releasing a React Native SDK.

2025 and beyond

We are committed to shaping the future of telehealth alongside our customers by enhancing the flexibility and usability of Whereby Embedded for telehealth applications. Our focus includes delivering an intuitive user experience tailored to telehealth needs, ensuring consistently high call quality, and exploring innovative AI-powered features, such as real-time transcription and clinical insights, to elevate the telehealth experience.

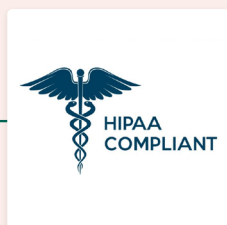
Safe. Secure. Honest.

Prioritizing privacy and safety for you and your platform users.

As a European company, we pride ourselves on our strong security posture and commitment to compliance standards

Our solution is focused on privacy and the protection of data – it's GDPR compliant, ISO 27001 certified and can be configured as a HIPAA-compliant setup.

We're continually innovating to support the evolving capabilities of your telehealth services while ensuring our solutions are secure for you and your customers.



“

Whereby's tools have been a game changer for us. We can create HIPAA-compliant video rooms for every single session. It's perfectly compliant with every rule and regulation.

Paulo González, Co-founder & CEO, Wellnite

“

We go through strict procedures when we onboard new suppliers, and we've previously had to switch providers because they weren't compliant with NHS regulations. Whereby passed all of our requirements.

Katrina West, Senior Product Manager, DrDoctor

Want to try it out for yourself?

Explore seamless telehealth integrations today.

[Get in touch via our website](#) to discuss your requirements with a member of our team, or discover more about our solution.

[Get in touch](#)

