SimboPAS vs SimboDIYAS: Which one is right for you?

Choosing between SimboPAS and SimboDIYAS becomes easy when you look at your day-to-day needs. Both solve after-hours coverage, both run on the same Simbo platform, and both plug into the same secure dashboard. The difference is **how** you want to run your after-hours operations and **how quickly** you want to go live.

The short answer

- **Pick SimboPAS** if you want a **fully managed, enterprise rollout** for after-hours coverage with a dedicated team helping you design on-call rules, alerts, and escalation. Typical go-live is **2 to 3 weeks**.

  Book a consultation: https://www.simbo.ai/schedule-connect
- **Pick SimboDIYAS** if you want a **self-serve, fast start** for after-hours coverage that you control from the dashboard. Typical go-live is **1 to 2 days** once your on-call schedule and alert groups are set. Plans include a **free entry tier**.
  - See plans: https://diyas.simboconnect.com/#pricing
  - Get started: https://diyas.simboconnect.com/#get_started_now
  - Step-by-step setup guide: https://api1.simboconnect.com/helpb/books/simbodiyas-after-hours-on-call-ai-agent/page/get-started-with-simbodiyas-step-by-step-registration

https://www.youtube.com/embed/kV6RrwLxygI?si=d9YQKyozpi76sG19

What both products share

You get the same core platform in both products:

- **HIPAA-compliant** voice AI with encryption and privacy safeguards.
- A **unified CRM-style dashboard** to review calls and tasks, assign owners, search, filter, and analyze.
- **AI messaging** so staff can chat in the portal while patients reply by SMS, with photo parsing.

- **Native mobile apps** so on-call clinicians can triage from anywhere.
- **Scales to heavy call volume** with quick pickup times.

These shared foundations mean you can switch or upgrade later without starting over.

Side-by-side comparison

Decision point	SimboPAS	SimboDIYAS
Who it is for	Groups that want an **enterprise, consultative** rollout of after-hours on-call workflows	Small and mid-size practices that want a **DIY, self-serve** rollout with control in the dashboard
Go-live speed	**2–3 weeks**	**1–2 days (Includes registration and configurations)**
Setup model	Simbo dedicates an **AI engineer** to design, test, tune, and roll out your after-hours flows	**You configure** schedules, alert groups, and messages in the admin panel; Simbo help is optional
Hospital and ER calls	Supported, with capture of hospital, department, or floor	Supported via configurable modules you can enable
Triage and escalation	Multi-level on-call schedules, time-based escalation, text/email/voice alerts	Multi-level alerts you configure, with dashboards for next-day follow up
Languages	Multi-lingual patient interactions	**English** for patient interactions
Pricing approach	Enterprise engagement	Self-serve plans including a **free entry tier.** Option for setup and training available for a small fee.
Best for	Dependable coverage, strict escalation rules, and change management	Fast coverage now, cost control, and hands-on configuration

Details on timelines, triage, hospital workflows, alerts, and language support are documented in the product guide.

https://www.youtube.com/embed/7S7--N3uW4k?si=DDNGIdHuk6dkDGFw

How each one works in practice

SimboPAS: Enterprise after-hours physician answering service

- **What it does:** Pre-screens callers, classifies urgency, and routes to the right on-call provider based on your rules.
- **Core capabilities:**
  - Triage urgent vs routine, capture reason for call
  - Hospital nurse calls with hospital/department/floor capture
  - AI scheduling and multi-level alerts by text, email, and call, with escalation if no response
  - Next-day workflows in the dashboard for routine items
- **Rollout:** Consultative, with design, testing, and tuning focused on after-hours. Typical go-live is **2–3 weeks**.

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SimboDIYAS: Self-serve after-hours answering service

- **What it does:** Gives you HIPAA-compliant after-hours coverage with AI screening and multi-level alerting that **you** control.
- **Core capabilities:**
  - Modules for patient and hospital calls that you can turn on or off
  - AI triage to reduce wake-ups for non-urgent cases
  - Alert sequences by text, email, and voice, with custom escalation timing
  - A clear morning dashboard for staff to close out tasks
- **Getting live:** Forward your after-hours calls to the SimboDIYAS number, set on-call schedules and alert groups, and go live in **1–2 days**. Plans include a **free entry tier**.
  - See plans: https://diyas.simboconnect.com/#pricing
  - Start now: https://diyas.simboconnect.com/#get_started_now
  - Step-by-step setup: https://api1.simboconnect.com/helpb/books/simbodiyas-after-hours-on-call-ai-agent/page/get-started-with-simbodiyas-step-by-step-registration

Common platform features that matter after hours

- **CRM Dashboard:** Unified inbox, assign and reassign, set status, instant AI summaries with jump-to-moment audio, caller history, spam marking, and click-to-call from the browser.

- **AI Messaging:** Staff chat in the portal, patients reply by SMS, photos are parsed for details, with templates and assisted writing.
- **Admin and Analytics:** Organization, locations, roles, MFA, on-call schedules, holidays, coverage rules, workflow versioning, reports for volume, handle time, containment rate, and outcomes.
- **Mobile access:** iOS and Android apps for on-the-go triage and tasking.
- **Security:** HIPAA compliant across offerings, with a proprietary voice AI engine and MFA.

Pricing and licensing snapshot

- **SimboDIYAS:** Self-serve plans, one dedicated number per plan, unlimited inbound minutes on plan, and a **free entry tier** for quick trials. See current details: https://diyas.simboconnect.com/#pricing.
- **SimboPAS:** Enterprise engagement. Speak with the team to scope your rollout and pricing: https://www.simbo.ai/schedule-connect.

Real-world scenarios

- **Hospital calls at 2:00 AM with strict escalations:** Choose **SimboPAS** for consultative design of escalation ladders, hospital capture, and reliability requirements.
- **Small clinic needs coverage this weekend with tight budget:** Choose **SimboDIYAS** , set on-call schedules and alert groups today, and forward your line after hours.
- **Group practice wants to start DIY, then standardize later:** Start on **SimboDIYAS**. Because the platform and dashboard are shared, you can move to **SimboPAS** later without losing your history or retraining staff.

Decision checklist

Answer each item with Yes or No.

1. Do you want Simbo to **design and test** your after-hours rules and escalations for you?
   - Yes → **SimboPAS**
   - No → **SimboDIYAS**

2. Do you need to be live in **1–2 days** with in-house configuration?
   - Yes → **SimboDIYAS**
   - No → **SimboPAS** is fine

3. Are **hospital and ER calls** part of your daily reality?

- Both PAS and DIYAS support hospital workflows. Choose based on the setup model you prefer.

4. Do you require **multi-lingual** patient interactions after hours?
   - **SimboPAS** supports multi-lingual interactions
   - **SimboDIYAS** supports **English** at this time

Getting started

- **SimboPAS**

  Speak with the team: https://www.simbo.ai/schedule-connect
- **SimboDIYAS**

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