

appello

21st October 2020





Appello Snapshot



We are the market leader in two important Technology Enabled Care Services (TECS) markets:

1. We run the UK's largest telecare monitoring centre and have the most advanced call handling platform in the industry.
 - We support c250k connections and consistently achieve industry leading performance.
2. We are the market leader in Digital Emergency Call Systems (ECS) and have developed a service, Smart Living Solutions (SLS) which provides elderly and vulnerable residents in retirement housing with material improvements in safety, security and wellbeing.
 - For housing providers (who are our customers), SLS supports their duty of care obligations as well as delivering greater effectiveness for on site staff. SLS also creates new revenue stream opportunities through the additional value added services enabled.

Smart Living Solutions

- Grouped environment
- Largest deployed digital telecare offer in UK, supporting over 10,000 individuals.
- Fully compatible with digital network and extensive safety, wellbeing and operational benefits.



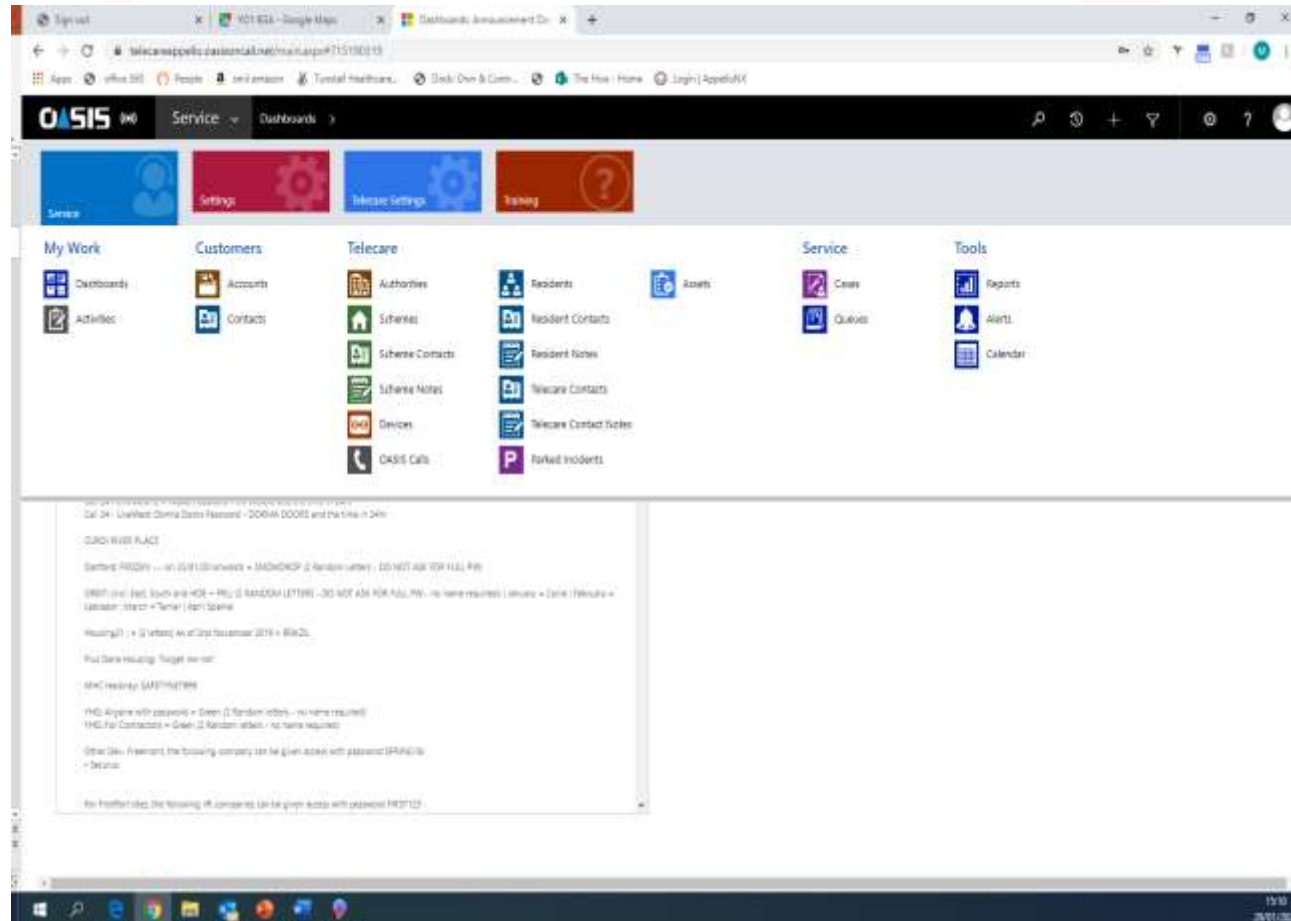
SmartAlert

- Dispersed environment.
- Most advanced digital dispersed alarm
- Extensive range, greater mobility, voice activation and range of telecare peripherals.



Digital Control Centre Platform

- Fully digital telecare control centre platform
- Future proof solution for digital systems and networks
- Supports the majority of legacy devices and alarm systems
- Built on CareNet 2 contact-centre platform
- Modern digital platform technology with SIP VoIP
- Proven deployed system for digital and analogue telecare
- Can extend to include digital healthcare monitoring
- Multi-service platform offering support for other call centre services





Introducing SmartAlert



Developed to in response to the significant challenges in the UK dispersed alarm market.

- Digitalisation of the UK telecoms network and the transitional phase many housing and care providers find themselves.
- The rising challenge and associated costs of no speech calls.
- To take advantage of significant strides in technologies from other sectors to enable better experience and safety for service users.

A digital multi-protocol dispersed alarm to support you on your digital journey.



The device provides connectivity to the monitoring centre via any of the following communication protocols:

- Utilisation of the TSA ratified digital signalling protocol for Dispersed alarm services, SCAIP.
- GSM 2G, 3G, 4G
- Analogue BS8251
- Appello provide a “non steered” SIM in order that device calls out on the strongest available network when in GSM mode or for when the device has failed over to GSM



**Mrs Davis...
Are you in your bedroom?**



Greater flexibility, coverage and reassurance than ever before.



- Intelligent Voice Activation (IVA) enables service users to raise an alarm with their voice by using a key phrase.
- SmartAlert Freedom, connects with the central hub and enables easy two way speech anywhere in the home.
- Reduces incidences of not being able to communicate with the central hub located in another room.

SmartAlert is compatible with a range of telecare peripheral sensor.



SmartAlert Freedom



Fall Detector



Flood Detector



Smoke Detector



Window/Door Sensor



Emergency button



Pricing / Budget

Requirement	Unit Price for volumes described
SmartAlert Hub and pendant, packaging and delivery	£189.00
Annual transmission costs. Including such as SIM airtime costs etc (note this is the 5 year cost of ownership)	£30.00
Monitoring	£0.65 per week

Q&A

