Chubb Community Care

Chubb UK – who we are

Chubb are the Leading provider of Fire - Security & Assisted Living services in the UK

- Chubb is united in providing best-in-class services

- With Net Sales of £254m

- National network of local branches, available 24 hours a day, 7 days a week.

Chubb national branch network

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Chubb Community Care – support services

- **UK Field service team**

  Knowledgeable and vastly experienced Community Care specific engineers cover the whole of the UK 24/7 providing proactive and reactive maintenance services

- **Project Installation team**

  All Chubb Community Care projects receive a dedicated Project Manager to guide customers through their installation

- **In-house Technical Support Team**

  UK based technical support team available of the phone to assist with all Telecare queries

- **Chubb Monitoring Services**

  TSA Gold standard 24/7 365 days a year Chubb Monitoring and Response Centre based in Leeds

These support services are vital to our business and allow us to provide a tailor made and complete Assistive Technology solution to our clients

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Background to digital transition

- BT is changing the way it provides telephone services to its UK customers, making a move from analogue to digital technology.

- The timeline for this transfer is for all its customers to be using fully digital telephone services by 2025.

- This transition is impacting, and will continue to impact the Telecare Industry manifesting in increasing call failures to alarm receiving centres across the UK.

- The failures being observed are caused by signalling corruptions and time delays introduced as analogue signals from the telecare units at home making their journey across hybrid analogue and digital networks.

- From the Swedish experience back in 2007, their recommendation was that hybrid/analogue solutions, including the use of ATAs, should be avoided and that only a fully digital telecare system is critical to ensure that alarm services are delivered.

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CareUnity® Digital

Future Proof with the 4G CareUnity® Digital

Specification
RF Frequency: 869FM MHz
Placement: Desktop
Power: 12V, 1.5A Switching Power
Backup Battery: 7.2V, 1600mAh Ni-MH
Rechargeable Battery Pack
Battery Backup Time: 22 hours
Operating Temperature: -10°C to 45°C (14°F to
113°F)
Operating Humidity: Up to 85% non-condensing
Dimensions: 58mm x 164 mm x 216 mm

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The big question…

Why 4G?

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2G/3G Sunset

- Congestion levels on 4G sites are increasing, and if additional spectrum is not made available by regulators, operators may need to re-farm 2G and 3G spectrum

- Decommissioning 2G and 3G networks may also reduce future capital expenditure, particularly if the 2G and 3G networks are reaching the end of their lives and require a capex refresh

Safe option – invest in 4G
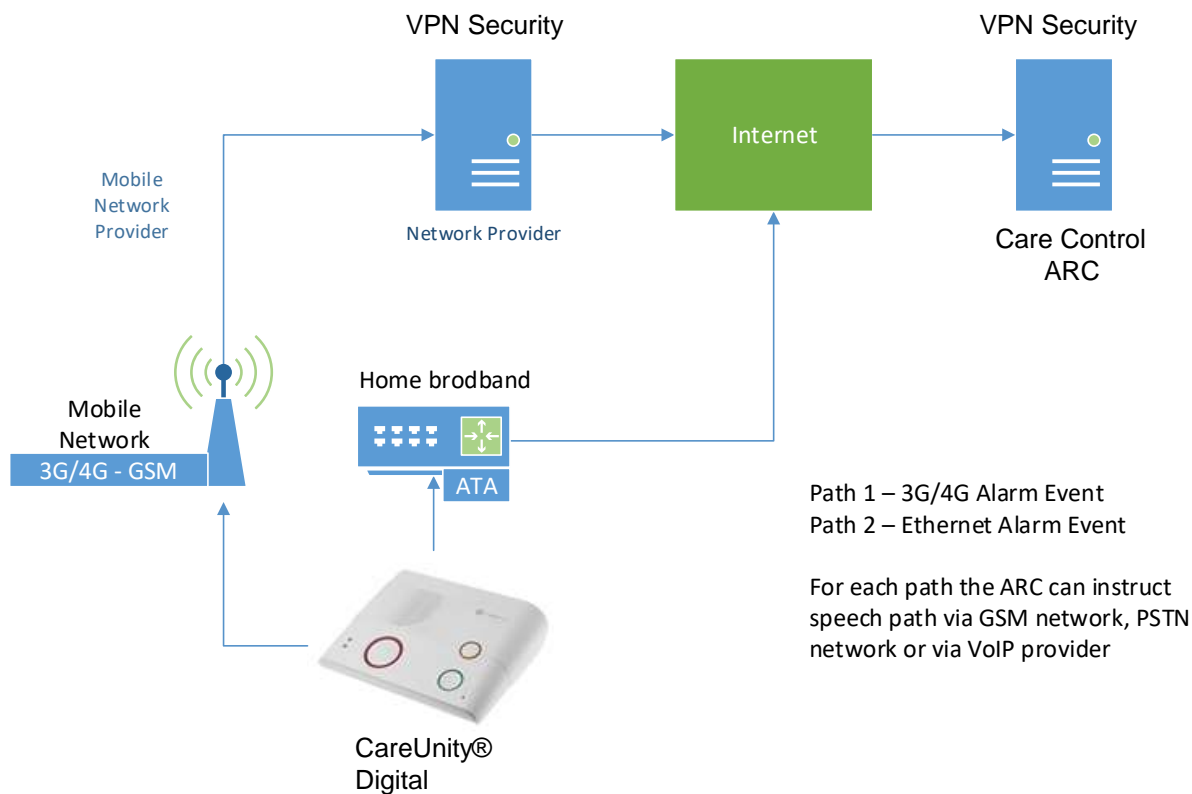
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CareUnity® Digital Overview

- Multiple communication pathways to ensure that alarm calls are received, and risk reduced as much as possible

- Ethernet, 4G, PSTN and SMS text message reporting

- SCAIP Digital protocol

- Crystal clear 2-way audio

- Remote programming options including a user web portal, USB connection and remote SMS

- Flexible buying options

- Totally backwards compatible with our extensive range of 869MHz Telecare and latest long range F1 devices

- Managed M2M roaming SIM card solution available

- Greater than 24hours back up battery

- 24 month warranty

SCAIP & BS8521:1

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Dual Path Option 1

VPN Security

VPN Security

Internet

Mobile
Network
Provider

Network Provider

Care Control
ARC

Mobile
Network
3G/4G - GSM

Home brodband

ATA

CareUnity®
Digital

Path 1 – 3G/4G Alarm Event
Path 2 – Ethernet Alarm Event

For each path the ARC can instruct
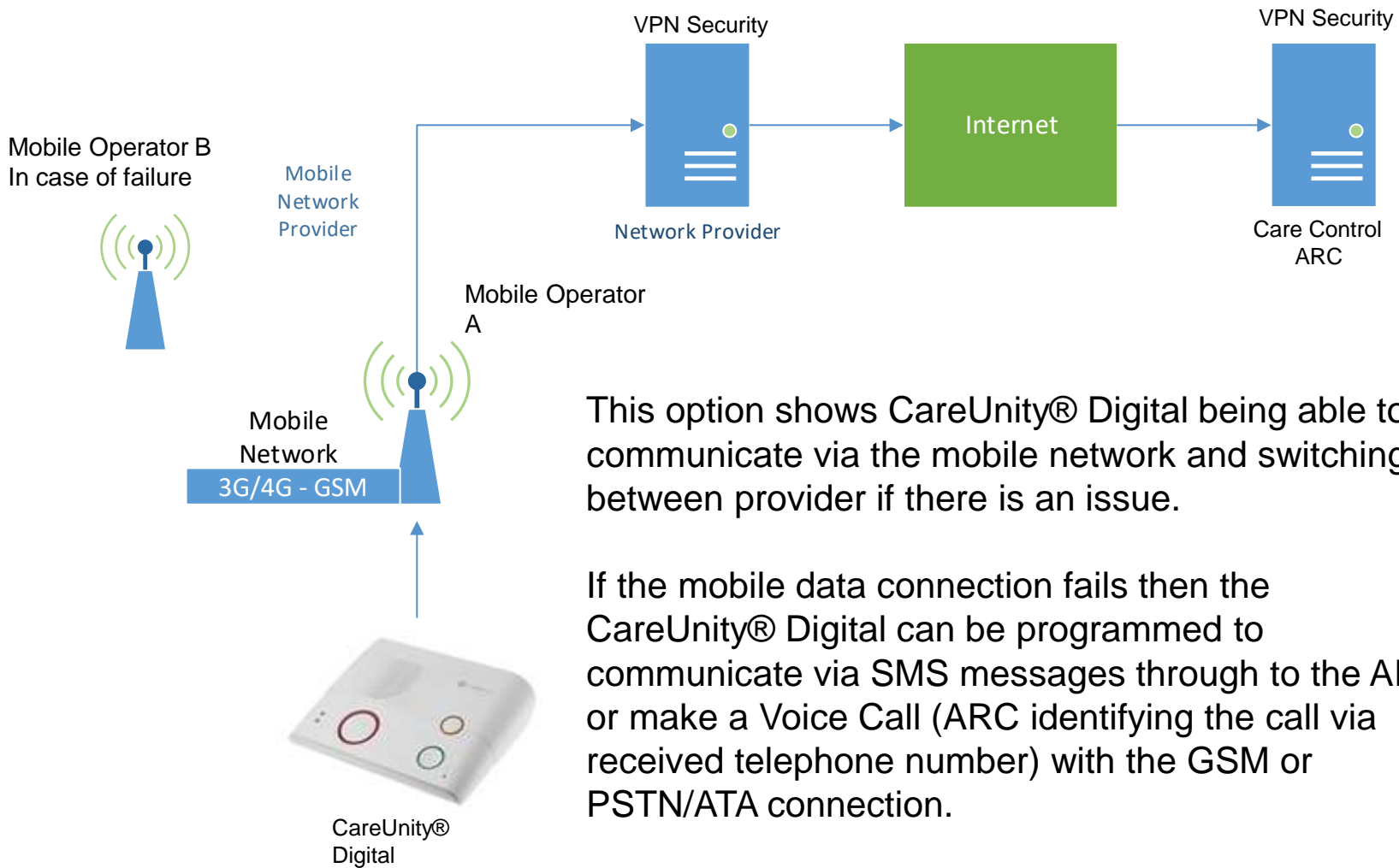speech path via GSM network, PSTN
network or via VoIP provider

This option shows CareUnity® Digital being able to communicate either via the service user's home broadband connection or directly via the mobile network.

CareUnity® Digital can be configured to use a specialist SIM card and network provider that allows CareUnity® Digital to roam between available mobile networks and whereby the connection to the ARC is secured by a private network (all information is encrypted).

CareUnity® Digital can be configured to utilise either the mobile network or home broadband as its primary network path and on failure utilise an alternative path.

If speech is required for an alarm event then this can be established as either a standard GSM call (mobile network) or by a standard telephone call (via PSTN or ATA gateway).

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Dual Path Option 2

VPN Security

VPN Security

Mobile Operator B
In case of failure

Mobile Network Provider

Internet

Network Provider

Care Control
ARC

Mobile Operator A

Mobile Network
3G/4G - GSM

This option shows CareUnity® Digital being able to communicate via the mobile network and switching between provider if there is an issue.

If the mobile data connection fails then the CareUnity® Digital can be programmed to communicate via SMS messages through to the ARC or make a Voice Call (ARC identifying the call via received telephone number) with the GSM or PSTN/ATA connection.

CareUnity®
Digital

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Proposed SIM Offering

- M2M Roaming SIMS
- Networks are proactively monitored
- Monthly bundle includes voice and data per user per month
- Data and voice allowance is pooled across the whole SIM estate
- SIM Management portal allows customer to activate and deactivate
- Available with your CareUnity® Digital initial order or can be procured separately
- CareUnity® Digital can be bought with an initial 24 month SIM card

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Telecare Device Support

WRT Trigger

Onyx Trigger

Pull cord

Neck worn fall detector

Pill Dispenser

Flood Detector

Temperature Extremes

Overdoor Lights

Wrist worn falls

Bed & Chair Sensor Ribbon

Chair Sensor

Enuresis Sensor

Epilepsy Monitor

Natural Gas

Heat Detector

Radio Room Unit

PIR

Carbon Monoxide

Smoke Detector

Bed Sensor

- Verso and F1 protocols supported uses 869MHz Telecare Band
- Meets Category / Class 1 Receiver technology for life critical systems
- All available on next day delivery

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Summary

- Multiple communication pathways
- Long range F1 Pendant – up to 500m cover
- Futureproof with 4G
- Remote programming
- Backwards compatible
- Flexible buying options

For pricing or any more information please contact me Charlotte Rathbone
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