



Digital Product Suite

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Appello and Careline365





Introducing Appello

Leading the way with digital telecare and Technology Enabled Care services

- We have over 35 years experience in delivering telecare services to housing providers and local authorities.
- Developed the first end-to-end digital telecare solution in 2016, which has gone onto become the widest deployed system in the UK.
- Over 550 developments and over 35,000 residents benefitting from our digital telecare service, Smart Living Solutions (SLS).
- Over 3 millions digital calls have been placed across our digital systems.
- We also operate across multiple sites the UK's largest telecare monitoring centre with over 350,000 connections.
- Our monitoring centre utilise our award winning, cloud hosted monitoring platform CareNet EVO.

Appello SmartTEC

Our range of digital products

SmartLife



Smart Living Solutions



SmartConnect



Dispersed



Hardwired



Mitigating the risks of a digital network upgrade

Comparison

	Analogue	Appello DigitalBridge	Hybrid Solution	SmartConnect	Smart Living Solutions
Digital Network Ready (Mitigated Call Failures)		✓	✓	✓	✓
Dual Speech (i.e Normal two-way conversation)		✓	✓	✓	✓
3s Connection Speed to the monitoring centre			10 - 30s	✓	✓
Simultaneous Calling (no call queues)			Max 2	Max 4	✓
I'm OK notifications			*	✓	✓
Cloud Management application			*	✓	✓
TLS Encryption				✓	✓
Video/Voice Calling			*		✓
Integrated Video Door Entry			*		✓
Wifi / Bluetooth Connectivity			*		✓
Customisable and branded user interface					✓
Application for functionality on personal devices					✓
3 rd Party Integrations					✓

* Model Dependent



Wiring removed for illustrative purposes

SmartLife



appello



SmartLife

Digital Dispersed Alarm

- Offers both digital fixed line and mobile network connectivity operating on a range of alarm protocols including SCAIP (EN50134-9), NOWIP (BS8521-2) and 4G LTE/GSM
- Transport Layer Security (TLS) Encryption – No need for a VPN removing a potential point of failure and enables fastest possible connection time
- Compatible with multiple personal alarm formats (Appello, Tunstall and Cair,) providing unique flexibility to support existing peripherals already in market
- Over the air upgrades and programming, reprogramming multiple units simultaneously
- Unit heartbeat to cloud services, configurable. Reports battery, mobile signal & carrier
- Adherence to special standards for Telecare equipment
- E50134-1, E50134-2, E50134-3, E50134-4, E50134-5
- EN50130-4 EN50134-9



Features and Benefits

SmartLife

Unprecedented Digital Connectivity

Offers both digital fixed line and mobile network connectivity. It operates on a range of alarm protocols including SCAIP (EN50134-9), NOWIP (BS8521-2) and 4G LTE/GSM.

Legacy Compatible

Analogue equipped ARCs can connect via PSTN through BS8521-1 protocol.

Interoperable

Compatible with peripheral radio telecare devices manufactured by Appello, Tunstall and Cair.

I'm OK

Allows residents to let staff know if they require a visit.

Speech Unit

Stylish and unobtrusive unit that fits with the appearance of other modern technologies in the home.

Bluetooth Compatible

SmartLife can connect to a range of Bluetooth speakers providing two-way audio anywhere in the home.

Digital Experience

Approx. 3sec connection time to the monitoring centre with crystal clear dual speech.

TLS encryption

Transport Layer Security (TLS) for the transporting of data over networks.

Cloud Control

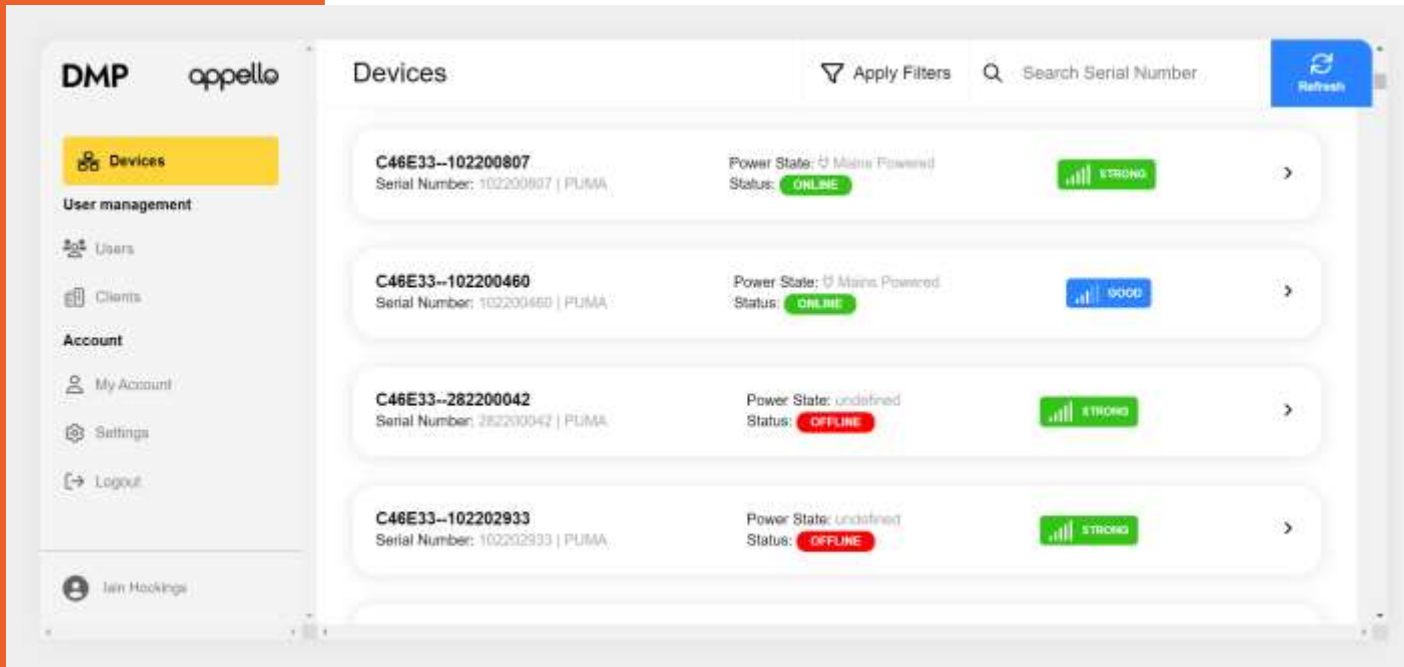
Upgrades and programming/re-programming can all be done via Appello DMP.

Intereoperability

Enabling better care and creating cost savings



- An average three telecare peripherals in use for every emergency alarm device in the UK.
- A set of peripherals including pendant, smoke alarms and additional sensors cost approximately an additional £150-£200.
- Therefore, if we consider the cost of upgrading (alarm units and peripherals) by continuing to use existing peripherals, the saving can be up to £200 per device.
- For example, 300 devices would represent a saving on peripherals of c£60,000.
- There are also the significant environmental benefits and the customer experience benefits of continuing to use devices they are familiar with.



- Part of our cloud suite, AppelloDMP is designed for desktop, tablet and mobile access.
- Secure access, with multiple levels of authorisation for defined user access and management.
- Designed to be the most intuitive and user friendly Device Management Platform for dispersed alarms.
- Clear dashboard to see status of SmartLife devices and stock management.
- Indepth configuration of connectivity with monitoring centres and peripherals (wired and non-wired input) connectivity with the device.



Careline

UK's most innovative, accredited provider



Quality Standards Framework
Accredited Organisation

- We run the UK's largest telecare monitoring centre and have the most advanced call handling platform in the industry.
- CareNet Evo – Our fully digital cloud based platform now monitoring over 350k customers
- Capacity to take on large scale customers - including from UMO.
- TSA accredited - goes without saying
- AppelloSBR - Giving power to users to take control of data and customers



c350,000

Connections =
c220,000 end-customers



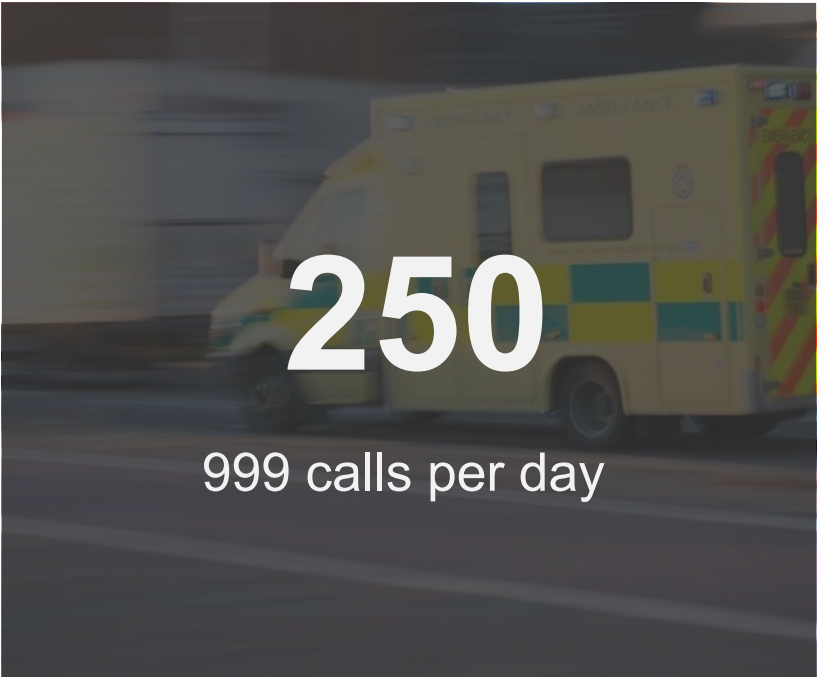
c7,500,000

Calls each year



75,000

Telecare Alarm Calls
each month



250

999 calls per day



81 years

Average age of end-customer



97%

Customer satisfaction



Our Robust Service

Telecare Monitoring

New Milton, Hampshire

Head Office and Monitoring Centre

Chippenham, Wiltshire

Monitoring Centre

Norwich, Norfolk

Monitoring Centre

Preston, Lancashire

Monitoring Centre

National

Remote Working Operators





What are we monitoring and why?

Damp and Mould

Humidity

Humidity and dampness in the air of your home can generate an environment that promotes mould growth.

Temperature

Temperature also affects mould growth. Different types of mould have a min & max optimum temperature ranges for growth. Additionally, temperature impacts damp, The temperature of the air determines how much moisture it can hold.

By measuring and monitoring humidity and temperature we can identify a statistical risk of mould and damp occurring.



Legislation

Meet changing legislation introduced in 2023 for landlords.



Customer Wellbeing

Protect your customers from the risks to health and wellbeing.



Prioritise

Identify properties that are in need of priority maintenance.