

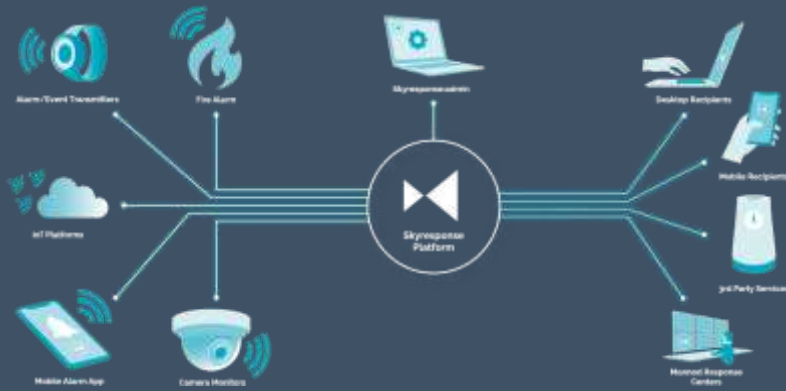


## Improving lives in a connected world

Cloud platform for efficient and scalable alarm management

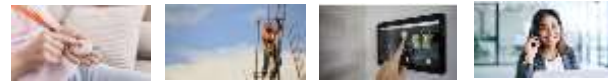


Martin Reidevall  
Co-Founder and Deputy CEO



Our vision – Improving lives in a  
connected world

Skyresponse is a SaaS company offering a cloud-based solution for alarm handling.

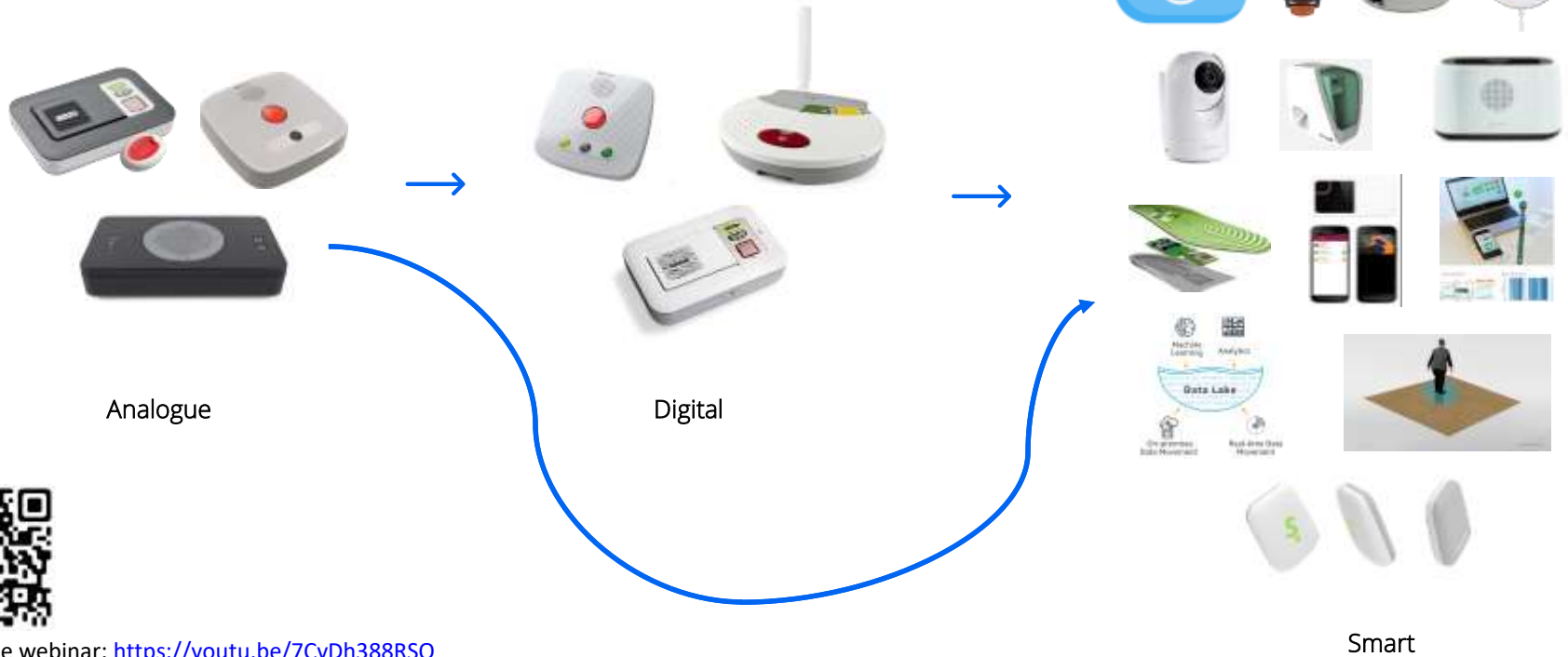


- First Digital care units in 2014
- Within elderly care used for all alarm handling scenarios from B2C up until nurse call systems
- First fully digital response centre in 2016
- Around 700 end customers (municipalities and companies)
- The Skyresponse system handles +10 million alarms and events per month, without downtime.

By design: High Security, Integrity & Compliance

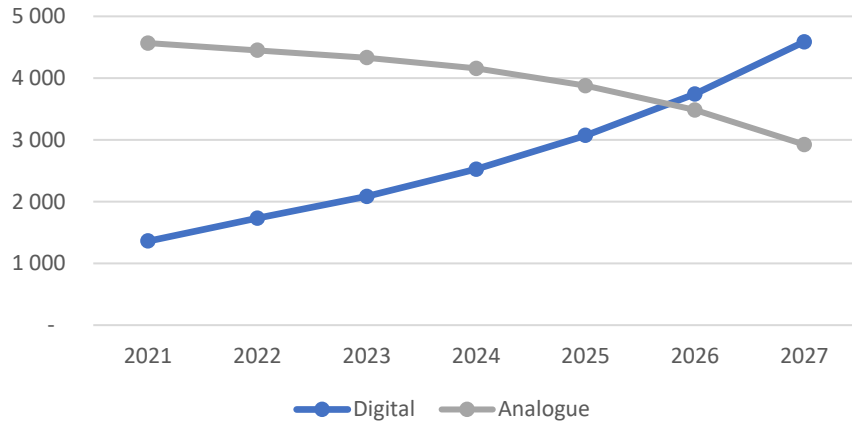


# What is Smart Care?

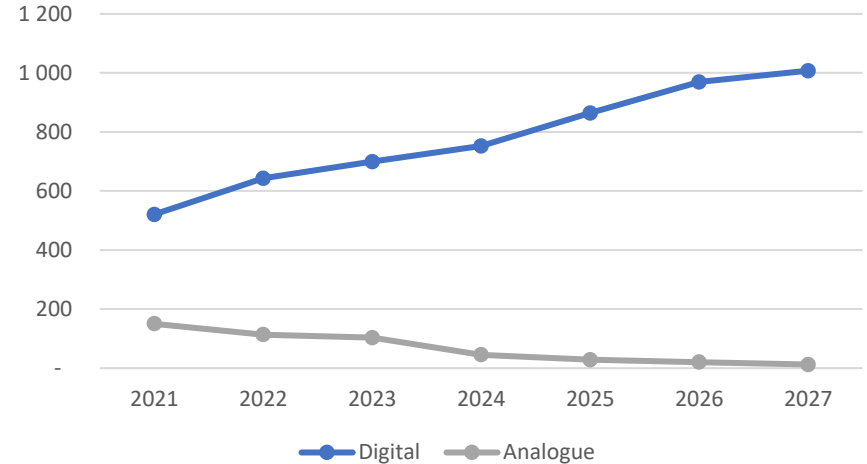


# Shift from Analogue to Digital

Installed base of traditional Telecare equipment

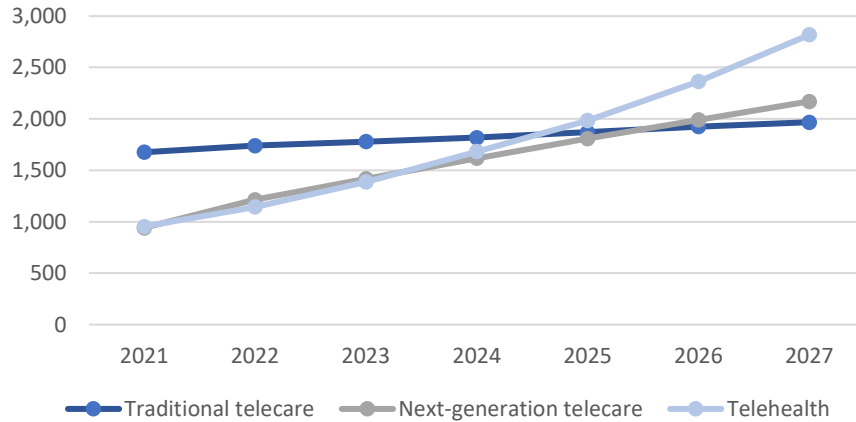


Shipment of traditional Telecare equipment

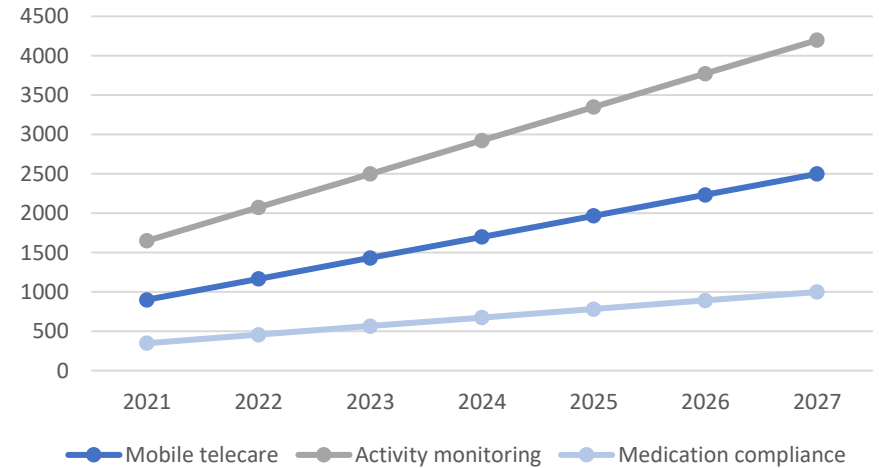


# New solutions are growing fast

Revenue of total connected care market (€ Millions)

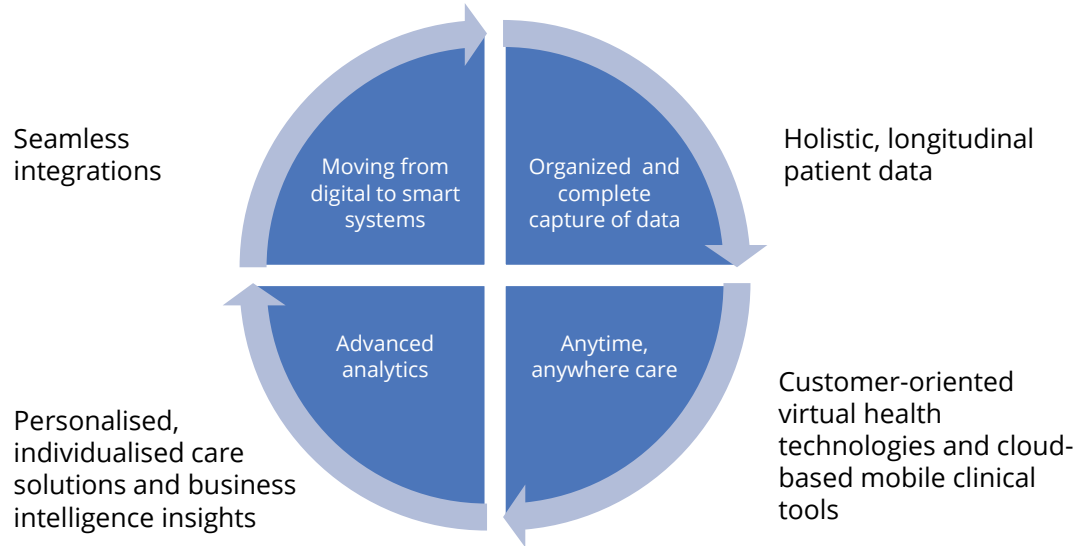


Next-gen telecare systems - type of solution



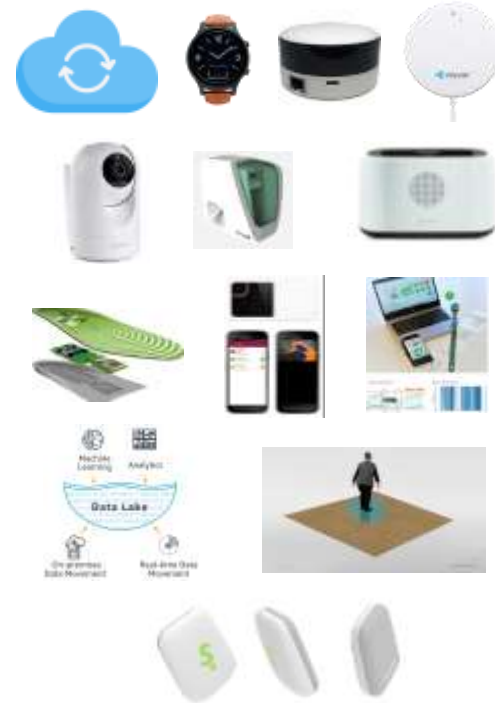
# Data is becoming essential and require open systems

**Data-driven personalized health requires open systems**



# Benefit Realisation of going to Smart Care

- More (quality) time spent at the elderly
- Better working environment for staff / care personnel
  - Less stressful – focus on the care receiver
- More freedom and higher quality for the elderly
  - Personalized care enables for more freedom and higher quality
- Data collection
  - Nothing gets lost in manual handovers
  - Foundation for decision making by managers
- Financially
  - High Return on investments
  - Less staff costs



<https://youtu.be/7CvDh388RSQ>

# Analogue alarms

The Skyresponse platform can **handle incoming alarms** independent if they come from **analogue or digital devices**. With this possibility everyone can convert from Analogue while still make use of modern, future-proofed solutions for Smart Care .

Supported use cases:

Fully integrated solution for **voice call handling with the alarming user, ARC operator** and also **including outgoing calls, and 3-party calls to support the ARC operator** in his/her task of giving good and efficient care.

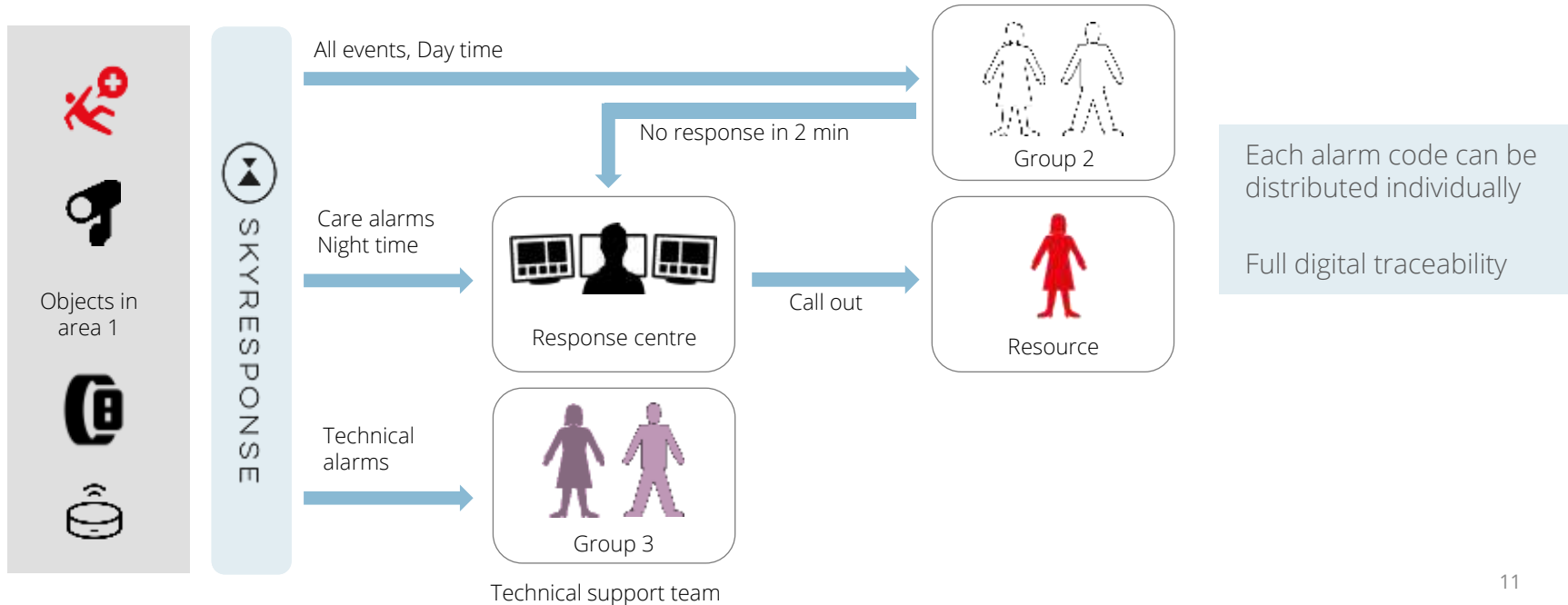




# Intelligent Distribution of Alarms

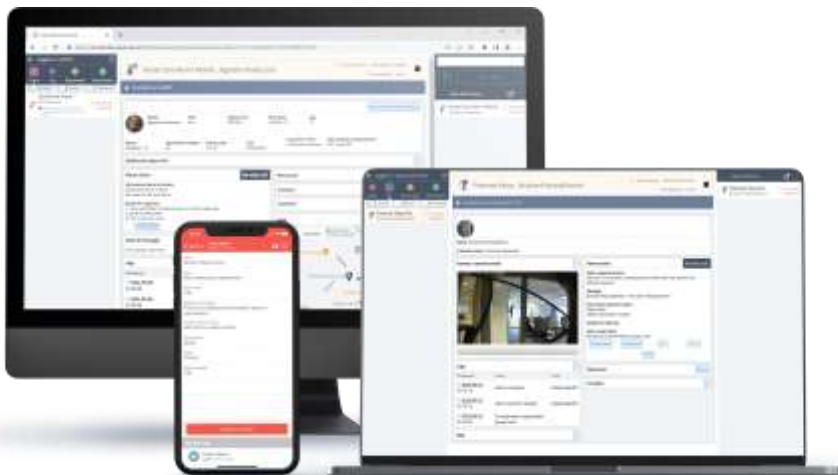
Flexibility given through customization through Skyresponse portal.

End customers can be allowed to administrate and handle their own alarm distribution.



# Skyresponse:Central

100 % cloud based - with no software required

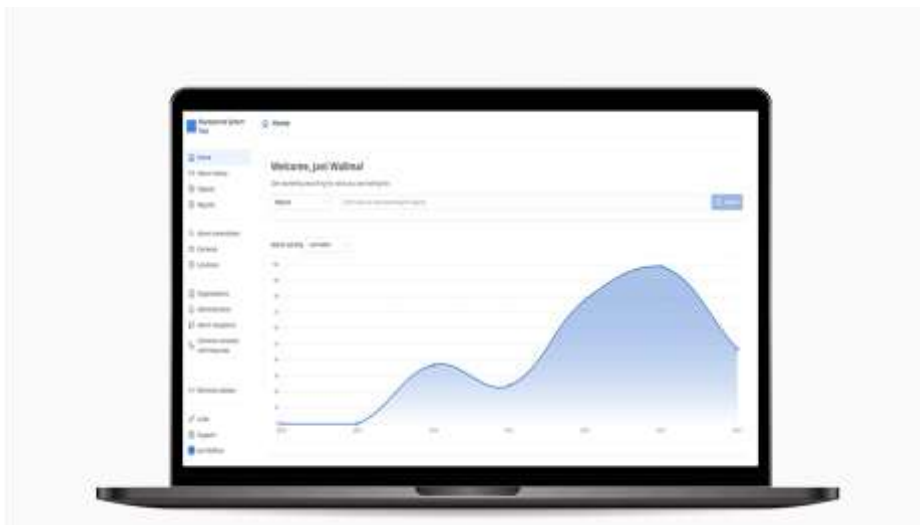


Use the modern and highly adoptable interface for daily operation.

- Join different alarm handling depending on role and time of day
- Flexible design that can be adjusted to customers own process
- Dedicate specific resources for specific alarms
- Generate alarm by incoming call
- Record all actions and calls for a complete audit trail
- Include media such as Video and Sound recordings
- Real time positioning on map (indoor and outdoor)
- User-friendly interface that does not require extensive training

# Skyresponse:Admin

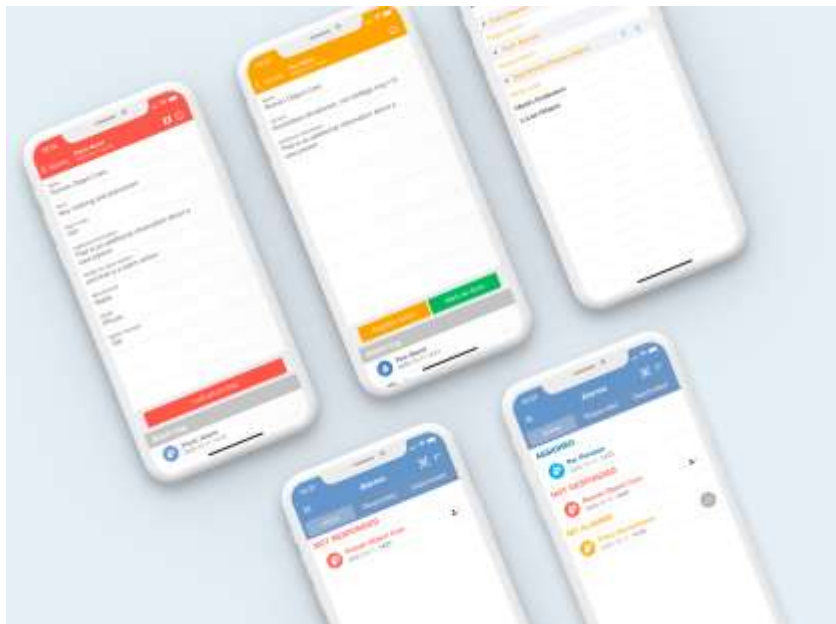
Full admin portal - for resellers, customers, sub customers, users, response centres - to administrate all object related information and alarm handling



- Multi-level administration
- Full audit trail on access and modification / changes
- Granular reporting capabilities
- Easy overview and structure of objects and devices
- Real-time changes
- User-friendly interface

# Skyresponse – Response App

Distributed alarm handling - on the field



- **Receive** and response centre activities and alarms
- **Report** reason and actions connected to the event
- **Escalate** and communicate with team members, or third party response providers
- Flexible design that can be adjusted to receive different alarms and events
- Possibility for the response centre to assign an action to a person using the app
- Creates an auditable trail by logging all data and all info related to actions taken on an alarm



# Two offerings for ARCs depending on your needs

## Full replacement of existing ARC

*Replace your existing solution for all existing alarms*

- Full cloud based solution – including analogue alarm handling
- Open APIs and easy to integrate
- Data migration to Skyresponse platform
- Agnostic hardware supplier platform
- Quick onboarding with full training
- Start using new use cases while migrating away from analogue

<https://skyresponse.com/response-centre-full-arc-solution/>



## Digital/Smart only + Pay-as-You grow

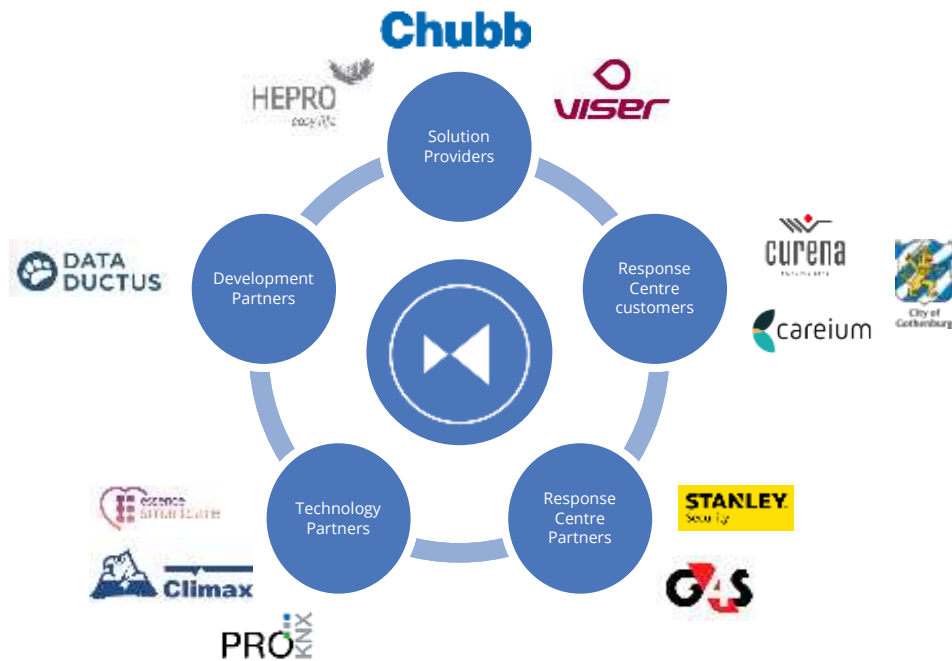
*Run Skyresponse platform in parallel with your existing platform, while deciding about the future*

- 3 months commitment period
- Less than 2 working days complete onboarding process – including training
- Pay a platform fee that includes 1000 service users – all the rest pay as you deploy them
- 100% cloud based and open API
- Digital and Smart Care only offering

<https://skyresponse.com/response-centre-digital-only/>



# About our true ecosystem



# Partners & Customers



# Chubb Cloud Care Control





# Thank you!



## Martin Reidevall

Co-Founder, Deputy CEO and Technology and Product Strategy Lead



+46(0)706-956014



[martin.reidevall@skyresponse.com](mailto:martin.reidevall@skyresponse.com)



[linkedin.com/in/martin-borjesson-reidevall/](https://www.linkedin.com/in/martin-borjesson-reidevall/)



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