

# Service Review & Redesign

Solve analogue to digital and future-proof your TEC service with Andi!



# Technology Maturity Curve



Spreadsheets



Siloed Servers








Cloud Software



Data driven operations



-  Solves immediate problem of analogue to digital
-  Better monitoring, data informed decisions
-  Enables long term TEC strategy
-  Increased independence, lower care costs
-  Proactive & preventative care model
-  Opportunity for innovation

-  Solves immediate problem of analogue to digital
-  Continued reactive care
-  Poorer quality of life, higher care costs
-  Limited supplier market
-  Pay more for the same 'Button and Box'

How do we  
achieve **better**  
**care?**

## What?

## Why?

1

Choose Open TEC  
solutions

Enables true  
interoperability

2

Device Freedom to  
connect any device

Meeting individual  
needs and outcomes.

3

High-quality  
and service-user  
specific data

Actionable insights for  
preventative care

4

Early intervention

Greater independence  
& reduce reactive costs.

# Andi

by **2iC-Care**

- ✓ Solve the **analogue to digital** transition with our hub
- ✓ **Open** TEC solution
- ✓ Gain **device freedom**
- ✓ Unlock **proactive and preventative** care



# Immediate benefits to Local Authorities



## One digital solution.

To service **all** adult social care service-users today and tomorrow.



## Connect to any peripheral.

Gain device freedom to navigate supply chain issues, personalise care packages and **use existing peripheral stock.**



## Improve resilience.

Andi is designed to reach service-users in areas of poor connectivity and Andi **never gives up** sending an alarm or alert to the ARC or the cloud.



## Gain clarity.

Andi's dashboard presents all data from all peripherals, and other datasets, providing a **single source of truth** for all alarms and alerts easing the efficiency of decision-making, improving outcomes and reducing false alarms.



## Low-Cost E-SIMs

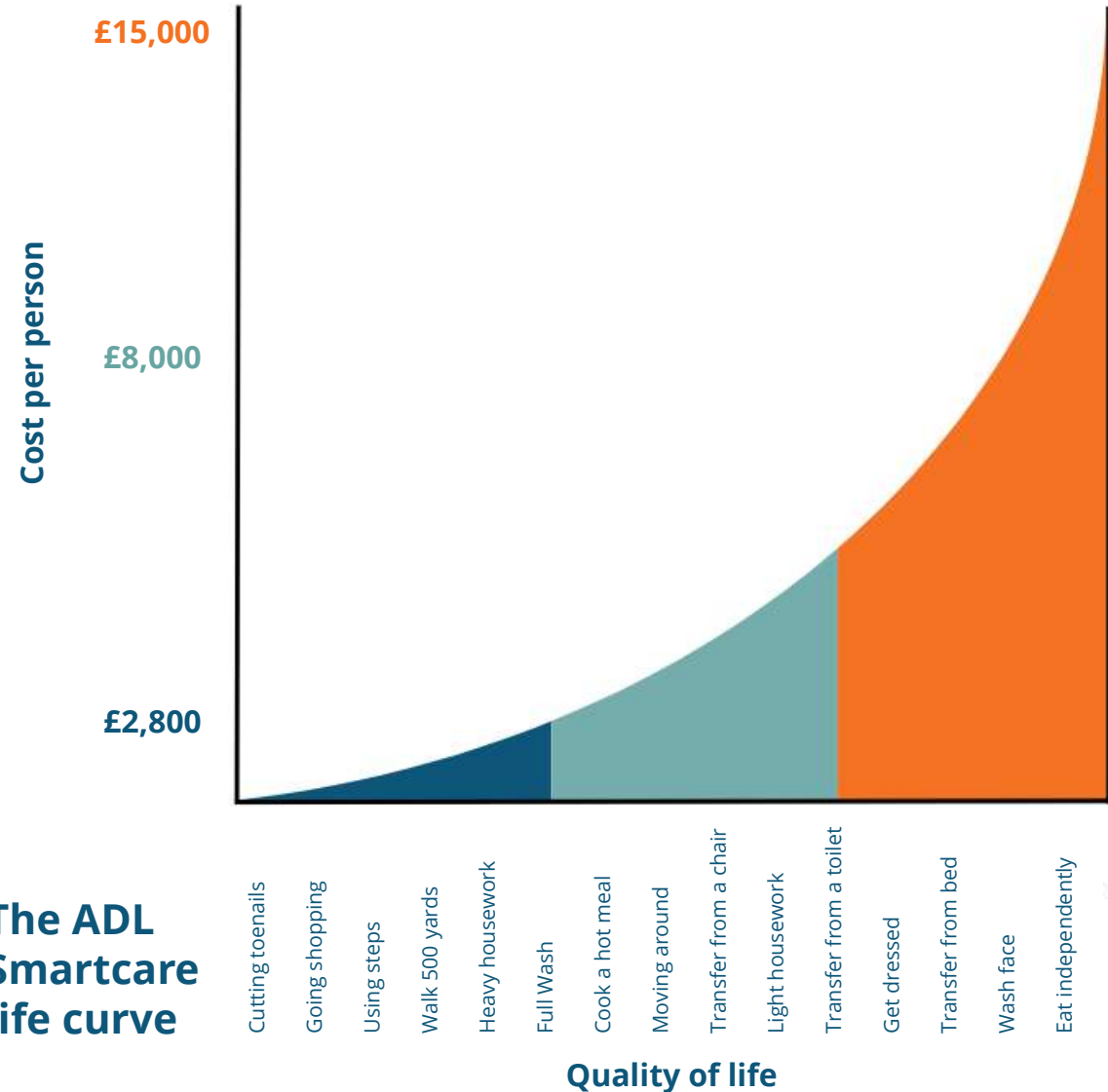
Andi also uses low-cost roaming E-SIMs which can save your TEC service hundreds of thousands of cost per year.

**In Phase 2** TEC services use Andi to meaningfully champion the progression of the care sector by using data to:

1. Scale services without increasing costs
2. Improve the long-term health of populations and solve care and health sector challenges.



The ADL Smartcare life curve



# Partnership Transformation Journey

**April (and past)**  
Reactive, analogue care.

**October 2023**  
Delivery of Andi hubs, installation begins.

**January 2024**  
Gain higher quality remote monitoring data.

**March 2023**  
First 10% of telecare service users moving to phase 2 – preventative care.

**July 2024**  
20% of telecare service users moving to phase 2 – preventative care.

**May-September 2023**  
TEC solution due diligence.

**Select Andi** for A2D and align teams on the new digital strategy.

**Oct-Dec 2023**  
3-month onboarding to adopt phase 1 benefits.

**Ongoing**  
Support packages to optimise proactive and preventative care + ease cultural change



# Managing Cultural Change

- Have a strong and clear **vision**
- Be **courageous**, change is uncomfortable but rewarding
- Be **empathetic**, listen
- Constant and simple **communication**
- Double down on change champions and share **success stories**

**Be the change you want to see in the sector!**

# Digital best practice.

- 1 **Open** and interoperable.
- 2 Provides a **single source of truth**.
- 3 Promotes operational **efficiency gains**.
- 4 Robust **data security**.

# Try to be objective to avoid the noise!

	Connectivity types to connect peripherals						Connectivity types to connect to the ARC			Protocols to connect to the ARC		
Solution	Wi-Fi	Bluetooth	Zigbee	RF868	Lorawan	Z-Wave	Ethernet	Wi-Fi	GSM	SCAIP	TS50134-9	BS8521
<b>Andi</b> by 2iC-Care	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓



**Andi**  
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## Reviewing and Redesigning

Ask the **right questions** to ensure the right support.

