

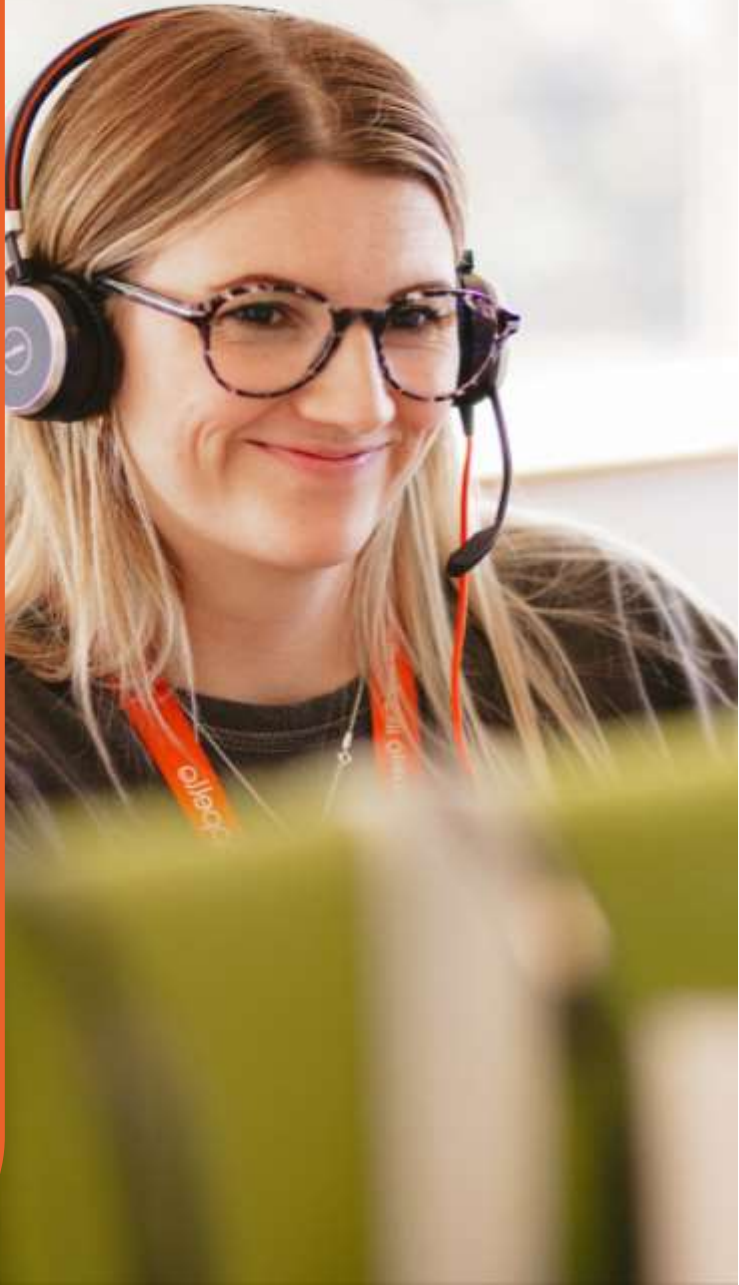


Assisting in the switch to Digital technology

David Budd

Head of Strategic Partnerships | Appello





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 650 developments and over 40,000 residents benefitting from our digital telecare service, Smart Living Solutions (SLS).
- Over 4 millions digital end-to-end calls have been placed across our digital systems.
- We also operate across multiple sites the UK's largest telecare monitoring centre with over 400,000 connections.
- Our monitoring centre utilise our award winning, cloud hosted monitoring platform CareNet.
- Over 10,000 consumer clients now using digital alarms
- Developed the cloud based Digital Bridge to improve analogue connectivity in the short term.

appello

Care Net

SBR

iO

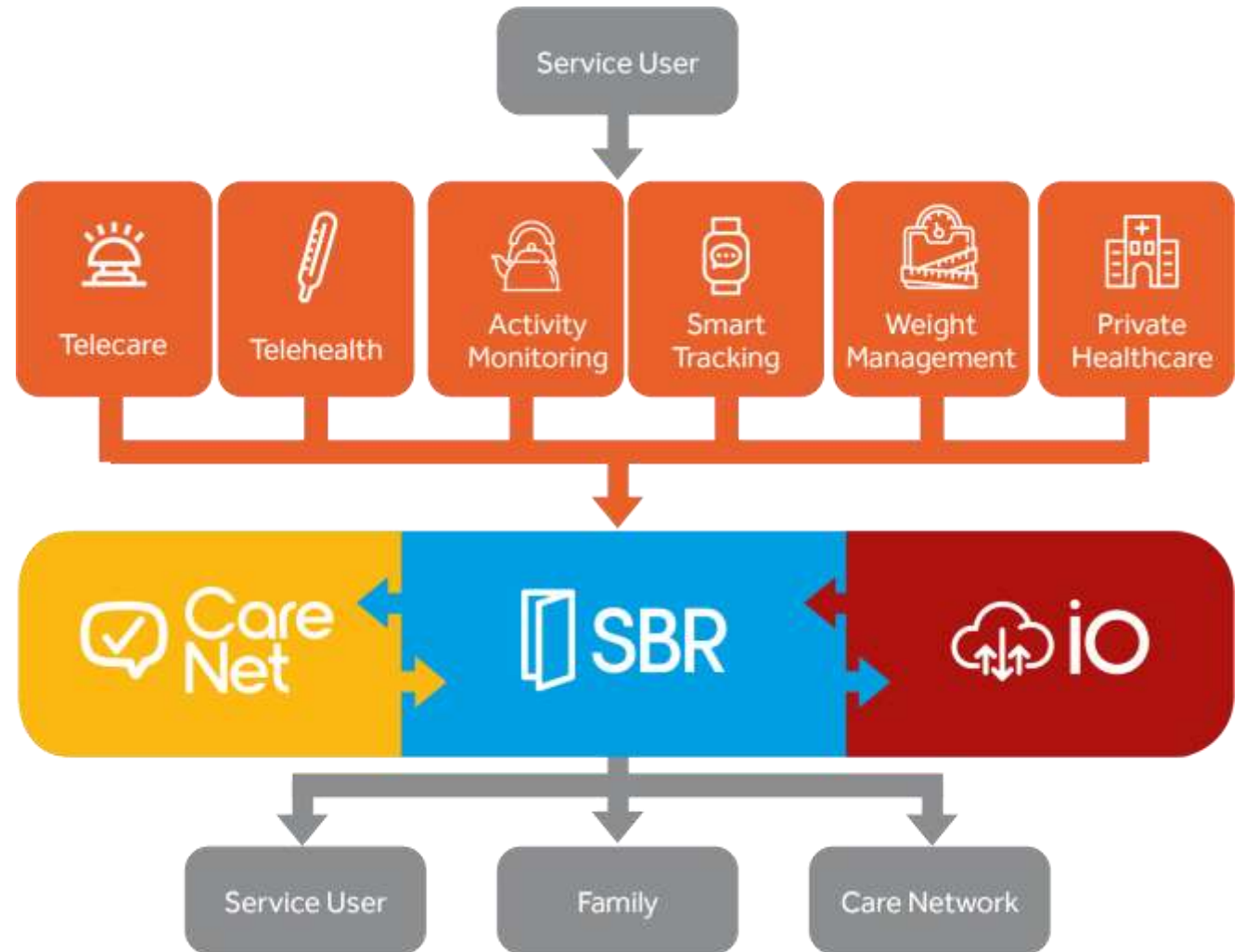
Appello CareNet Digital Ecosystem

appello | SBR

AppelloSBR (Single Best Record) is a secure, but easily accessed, gateway into the personal information monitoring teams hold on residents, service usage and insights.

appello | iO

AppelloiO is an bolt-on to AppelloSBR. It enables the integration of data from 3rd party devices to adds another layer of information and insight to your view of a customer.





Appello Digital Alarm Solution SmartLife

- Four second connection speed due to TLS encryption
- Can have roaming dual SIM connection
- Ethernet & WiFi connection options
- Still functional in a power cut
- Simplest installation process - only one wire to plug in
- British Standards Compliant
- Works with Tunstall, Cair & Appello peripheries
- Waterproof pendant with range of up to 300m
- Battery Back Up
- Device Management Platform – To control and update alarms estate



Smart Living Solutions & SmartConnect

The digital switchover

- Digital Network Ready
- 4s Connection Speed
- Simultaneous Calling
- I'm OK Notification
- Cloud Management App
- British Standards Compliant
- Smart Connect can use existing cabling
- Modern Design
- Transport Layer Security (TLS)





Three Key Activities

The digital switchover

1. Switching to a cloud based digital platform
2. Switching to digital dispersed estate
3. Switching analogue schemes to digital solutions



Switching to a cloud based digital platform

CareNet Evo

Why:

- Cost Savings – No DR, No phone bills, No UPS, remote maintenance
- Stability & Resilience – Cloud base, 24/7 stability monitoring
- Revolutionise working methods – Multi-site & Home working
- Enables a smooth digital transition with alarms
- Evolution of services – Integration of services and innovations through APIs

Key Challenges & Mitigations:

- Data – Always the biggest challenge. Act fast!
- Training – Helps everyone embrace change and realise efficiency gains
- Reprogramming? – Timescales & Communication
- Phone line re-direct – Easier but protocols can be an issue
- Existing GSM Units – Make sure you have a plan to test & switch



Switching to digital dispersed estate

SmartLife

Why:

- Analogue alarms becoming increasingly unreliable
- Rapid connection time
- Alarms no longer being manufactured
- Control over estate for provider
- Unlocks digital potential and convenience for service users

Key Challenges & Mitigations:

- Planning – Long process and communication is key
- Work as a team – Needs to be a joined approach
- Service users may resist – They like their current alarm!
- Persistence – Multiple attempts to contact will be needed
- Costs – Alarms are more expensive and have annual connection costs – Service users resistant to absorb this
- Process – Roughly 70% can be done without engineer intervention



Switching analogue schemes to digital solutions

Smart Living Solutions & Smart Connect

Why:

- Analogue equipment failing
- Digital Benefits – Multiple calls simultaneously, video calling, fault report, mirror apps
- Rapid connection time
- Increased control and reporting

Key Challenges & Mitigations:

- Costs of digital equipment – SmartConnect utilises existing wiring
- Supply & Installation Capacity – Need to be realistic on timescales
- Broadband – Needed at each site
- Residents involvement in decision making
- Disruption of installation
- Training – Both residents & staff



What to do next...

The digital switchover

- Get started – the time is now.
- Talk to your service providers and other suppliers if necessary.
- Confirm a timeline and set out your priorities.
- Analogue failure of alarms needs to be added to risk register.

Get in touch

- E-mail: david.budd@appello.co.uk

- Call us: 07974 320528

<https://appello.co.uk/>

Testimonials

“When we began to look at what was on the market we found that, while there were a few suppliers offering modern end user devices, there was a lack of providers delivering a complete digital package. After seeing Appello's digital solution we've made a commitment to only install digital care solutions in our new developments.”

- *Housing21*

“This technology has transformed our digital offer and our offer to customers. While benefitting from the advantages of the digital solutions, our schemes are also ready for that switchover, so we don't have the worry coming up about analogue lines going, so we are ready for the digital network by 2025.”

- *The Guinness Partnership*

“Data has helped us with our resourcing and our knowledge of our customers changing support needs. We have access to intelligence about our customers behaviours and can identify problems earlier in our service delivery through reporting, due to this we can now resolve any issues more quickly.”

- *FirstPort*



Case Studies – Blackpool Coastal Housing

Digital Technology – Smart Living Solutions

Challenge:

Aware of digital changes to the telecoms network and the impact on analogue services – needed to update previous systems..

Solution:

Smart Living Solutions, digital warden call solution utilising industry approved digital protocols.

Outcome:

A long-term digital solution which is easy to use and provided additional features such as video calling to assist residents.

Testimonial:

“Despite our initial concerns over whether residents would find the new technology confusing, this has not been the case and they have adapted very quickly, praising the new features such as video door entry, assistive applications and the I’m OK feature.”

Case Studies – NRS Healthcare

Digital Technology – Appello DigitalBridge

Challenge:

First time call failure rates due to the protocol BS8521-1 was failing at a higher than acceptable rate amongst the telecare devices in individuals homes.

Part-time solution:

Use of Appello DigitalBridge, an analogue to digital protocol conversion tool, which takes inbound BS8521-1 analogue message from the alarm device into the cloud then converts into an outbound BS8521-2 digital message for the monitoring centre.

Outcome:

NRS Healthcare saw a 27% reduction in first-time failure rates.

Testimonial:

“This exceeded expectation and gave us, and our local authority customer the confidence to switch over and run calls via the DigitalBridge.”



Case Studies – Your Housing Group

Digital Monitoring

Challenge:

To have one provider capable of monitoring all housing associations.

Solution:

Appello Careline with CareNet EVO, award-winning digital Technology Enabled Care call handling platform. Designed to support the evolution to digital services.

Outcome:

Appello monitor YHG's digital devices, generate high level of report data and insight into the resident service usage.

Testimonial

“The ability of Appello’s TECS monitoring platform, CareNet EVO, to monitor digital devices, futureproofs YHG as digital equipment becomes more prevalent.”