



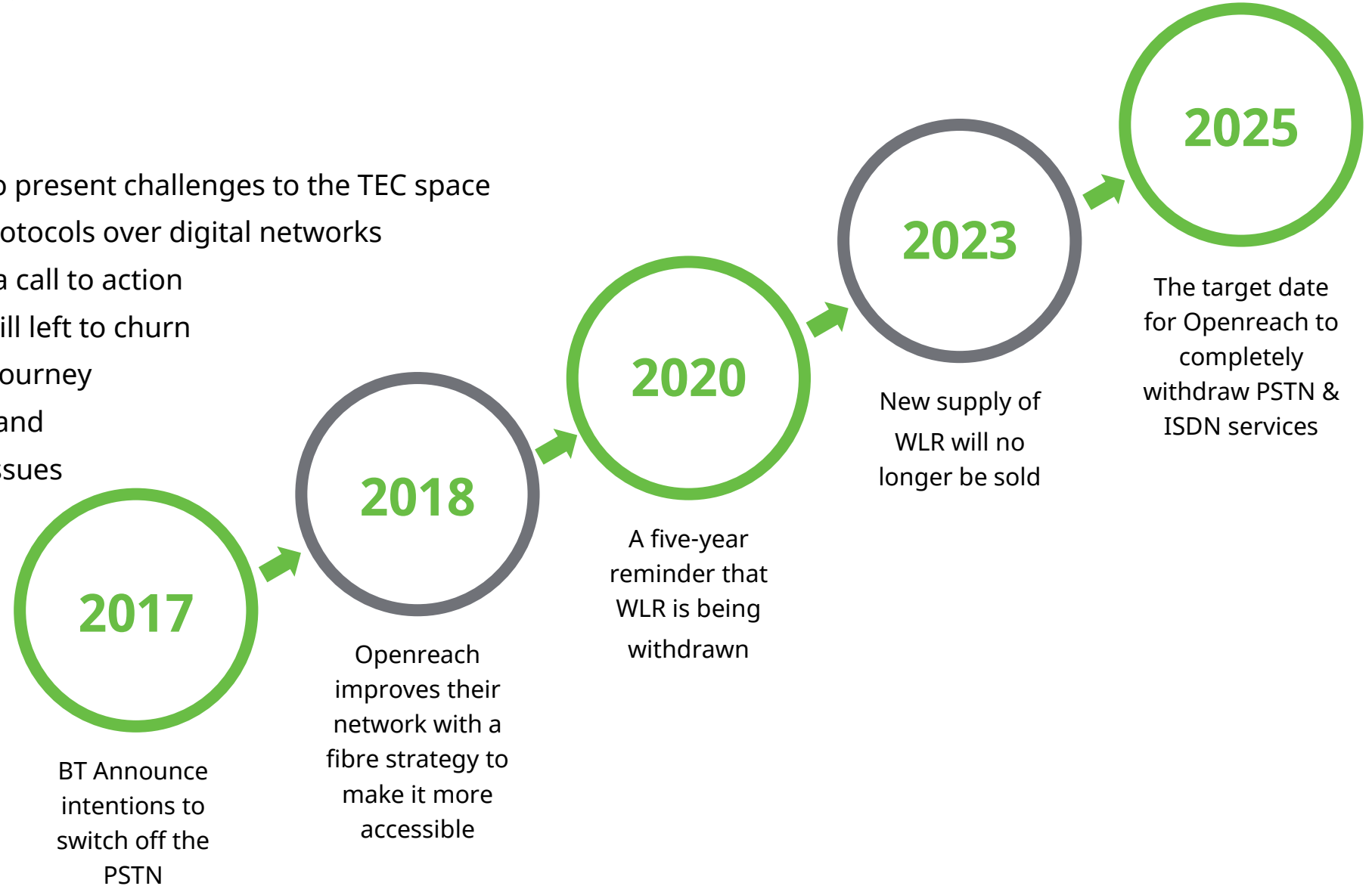
# Futureproofing TEC in the Digital World

**Stuart Carroll**  
Sales Director



# Digital Journey Status

- 2025 targeted endpoint
- Digitisation works ongoing
- Digital Horizon continues to present challenges to the TEC space
- Unreliability of analogue protocols over digital networks
- Increasing call failures are a call to action
- Over 1M connections are still left to churn
- Some are yet to start their journey
- Fixed timeline creates demand
- Compounded by external issues



## About Us



### SEVEN

SEVEN is the future of telecare with cellular communication and dual SIM card slots for ultimate connectivity resilience. SEVEN offers superior interface and installer functions and reliability. SEVEN operates with existing Chiptech personal help buttons and peripherals for a comprehensive telecare offering.



### WHO WE ARE

Chiptech is a privately owned assistive technology provider with over 20 years of experience in the industry and a person-centred approach to everything we do. We are at the forefront of the digital transformation in assistive technology with over 50,000 digital devices out in the field in the UK and over 350,000 globally.



### CHIPTECH GO

Chiptech GO is a digital GPS Speech pendant with a fall detector. GO encourages you to have more independence in day-to-day activities, both at home and out and about. GO also connects to SEVEN for an elegant one pendant solution.

# SEVEN

SEVEN is a 4G digital base unit with voice-guided installation, exceptional pendant range and personal safety features focussed on keeping people safely independent within their own homes.



4G Roaming Connectivity - Roaming SIMs and advanced algorithms to give best in class connectivity.



300m Pendant Range – Industry leading peripheral range ensures that an alarm can be raised from anywhere in the home and garden.



# Resilience in Digital Technology

## Roaming SIM & Algorithm

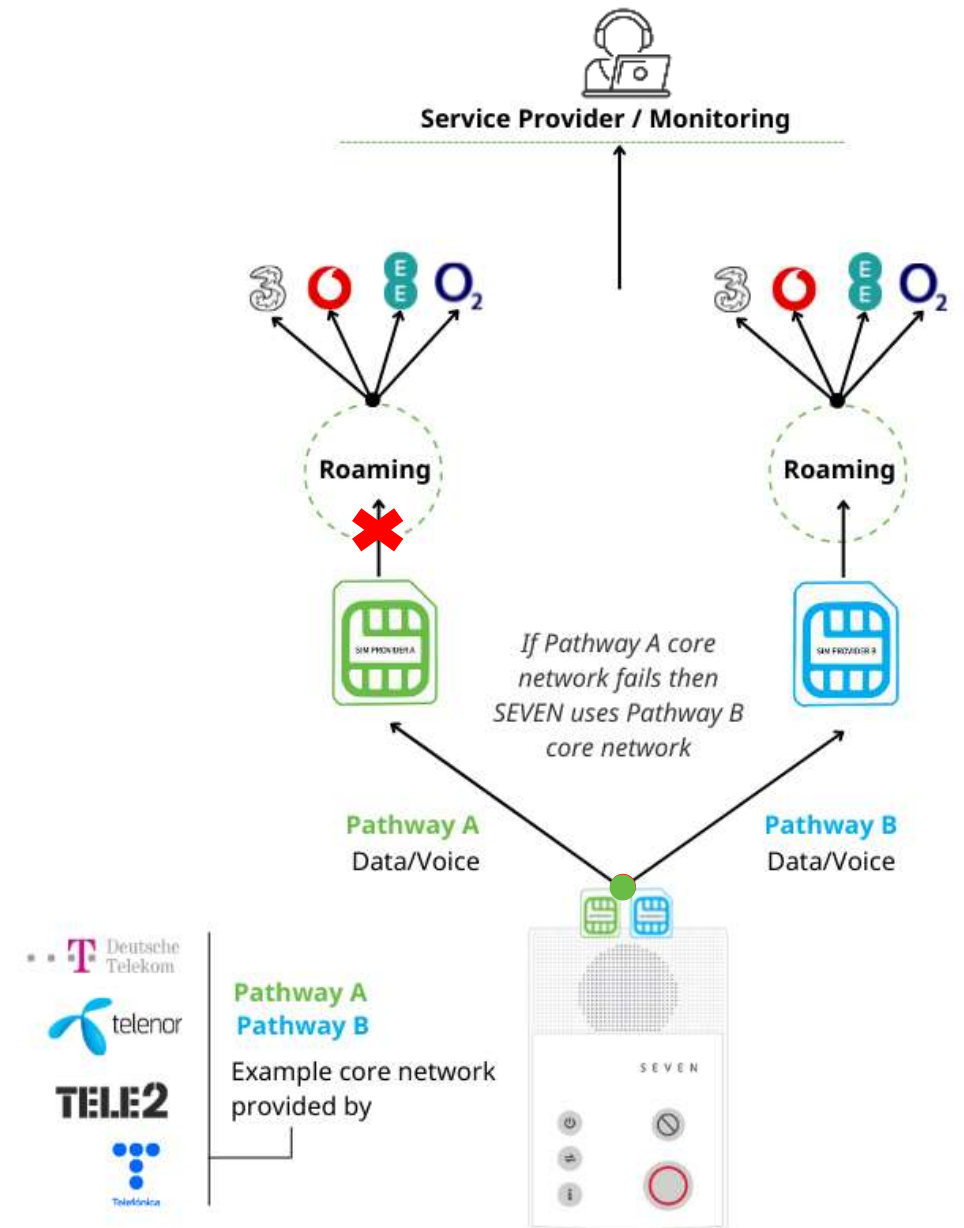
- Roaming SIMs are used to give your devices access to all four major Telecom Providers; EE, 3, O2, Vodafone
- Roaming Algorithms within devices tell the SIM how and when to roam to ensure best connectivity

## Unique Dual SIM

- To connect to one of the providers, data and voice traffic must be passed through a Core Network



- Should a Core Network Provider be unavailable, devices cannot access a Telecom Provider
- SEVEN is fitted with **Dual SIM** to ensure connectivity through a secondary SIM. This offers an alternate route to Telecom networks and **removes the single point of failure**



## Production Capabilities & Supply Chain

Chiptech has devoted its R&D resources over the last 18 Months to what our customers & the TEC space as a whole told us was the priority, consistent volume and quality of supply.

Chiptech design and manufacture their own equipment giving great levels of control and consistency in supply chain. We have invested heavily in our production capabilities and are excited to move from one to three state of the art SMT lines which will increase production and improve our redundancy.



With additional manufacturing systems to streamline stock management and plans for automated production systems coming into play in the next few Months, we are very well positioned to manufacture our existing product range and to introduce new solutions.

In addition, Chiptech hold significant stock in the UK to ensure consistent supply for current and newly onboarded customers.

**The ability to supply wants in timescales to meet needs.**



# SEVEN – Key Features

## Installation and Monitoring Ease



**Audio Assisted Installation**– Voice-guided install process for governance and guidance. Multiple language options are available.



**Setup and Branding**– Configuration of devices and custom branding applied to devices prior to shipment to reduce pressure on pre-install resources



**Installer Setup Menu** – A voice guided installation setup menu for quick and easy setting changes such as volume, button brightness and pendant test intervals



**Remote Updates** – For updates, remote connection is available through SmartCare Cloud and Chiptech Wizard Remote Connect.



**Dedicated Account Support**– Our account management team have a wealth of experience from a service provision perspective, from installation to monitoring, TEC development and Team Leaders, they have the knowledge and understanding to help you every step of the way

How good do **Community Housing TECS**'s new **Chiptech UK Seven** units look 🤖? New branding looks great!



# Who we work with – Monitoring and Supply

Monitoring



- We connect to all major monitoring centres
- All alarm events are fully mapped on every centre
- Best practice available to be shared through Chiptech customer groups
- Covering TS50134-9, SCAIP SS91100 and CONTACTID protocols

Interoperable



- We believe customers should have a choice
- We are accredited to multiple procurement frameworks
- We work with best-in-class providers of technology
- We work with our competitors and believe in openness
- We provide solutions to meet new fire standards
- We provide modular systems for home and housing

Frameworks



Connectivity



- We do not lock customers into a SIM provider
- We stock all SIM variants offering EE, Vodafone, 3 and T-Mobile
- We configure and test all your units FREE OF CHARGE
- We provide best in class roaming Algorithms – always on
- We heartbeat to dual sources



# Our Growing Chiptech Community



## Customers and Service Users

*"In the next 12 months, the size of this contract is expected to grow exponentially and they have demonstrated their ability to meet our requirements on an ever-increasing scale. The team at Chiptech are exceptional and has a refreshingly proactive approach to customer service and problem-solving. We have worked with them to deliver unique and innovative solutions to our council partners and their willingness to work with us to help tailor their solutions to help us achieve our goals is fantastic."*

*"Our current very strong partnership, which has got us into such a positive position with Loved Ones, is a true testament to Chiptech's strong technical, customer and delivery focus – and your innovation pipeline is also a clear indication that you are thinking about (and delivering to) customer needs in a way that is genuinely unmatched in this industry"*

*"Overall I'm very impressed. It was easy to set up, easy to charge, comfortable to wear and the response from the monitoring team was quick and reassuring. They've thought of everything with GPS, fall detection and by including a second pendant in the box."*

*"I bought the top of the range of alarms, GO ANYWHERE, with GPS. Excellent product and service during set-up and testing. Very helpful and very pleasant to talk to. I have no hesitation in recommending this alarm".*

Plus many more valued community members! Chiptech supply into LA, Housing, Insurance, Charity and Monitoring.



**Any Questions?**

**Stuart Carroll**

*Sales Director*

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