

# WHEN SYSTEMS ARE UNDER STRAIN

Winter-Proofing PERS, RPM & Monitoring Centres With Voice AI



Claire



Beth



Ellie



Samantha



# A PERSONAL MISSION

Inspired By Gran. Driven To Solve Winter Strain.



THE STANDARD

NEWS | TECH

Meet the London brothers trailblazing AI solutions for local councils after their grandmother was left unaided for hours following a fall





# WINTER PRESSURES: WHAT YOU'RE UP AGAINST



**CALL VOLUMES SPIKE:** Storms, Power Cuts, Falls



**STAFFING GETS TIGHTER:** Sickness, Holidays, Fatigue



**LEGACY SYSTEMS CREAK:** Patchy Integrations, Manual Lists



# WINTER VOICE AI PLAYBOOK

3 PILLARS



## REASSURE & RETAIN

- Proactive Wellbeing
- Companionship (Claire)



## ALERT & ESCALATE

- Emergency Notifications
- Storms & Outages (Ellie + Beth)



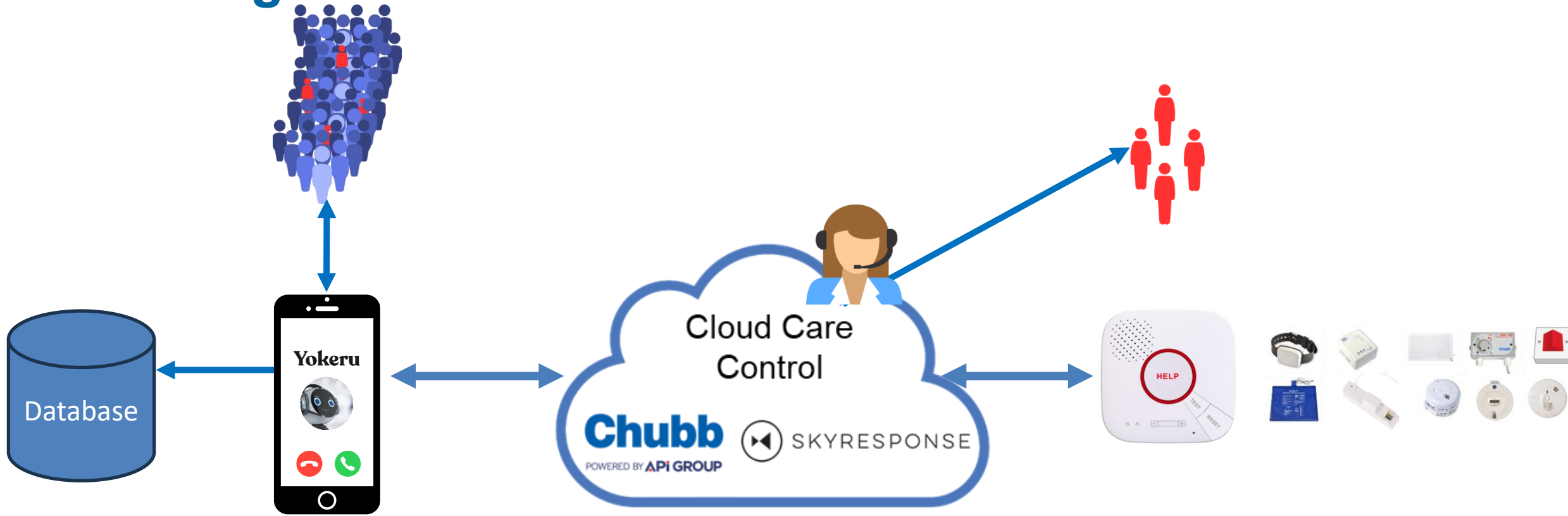
## PROTECT & GROW

- Absorb Non-Urgent Calls
- Keep Sales Moving (Samantha)



# Partnering on TECs Innovation

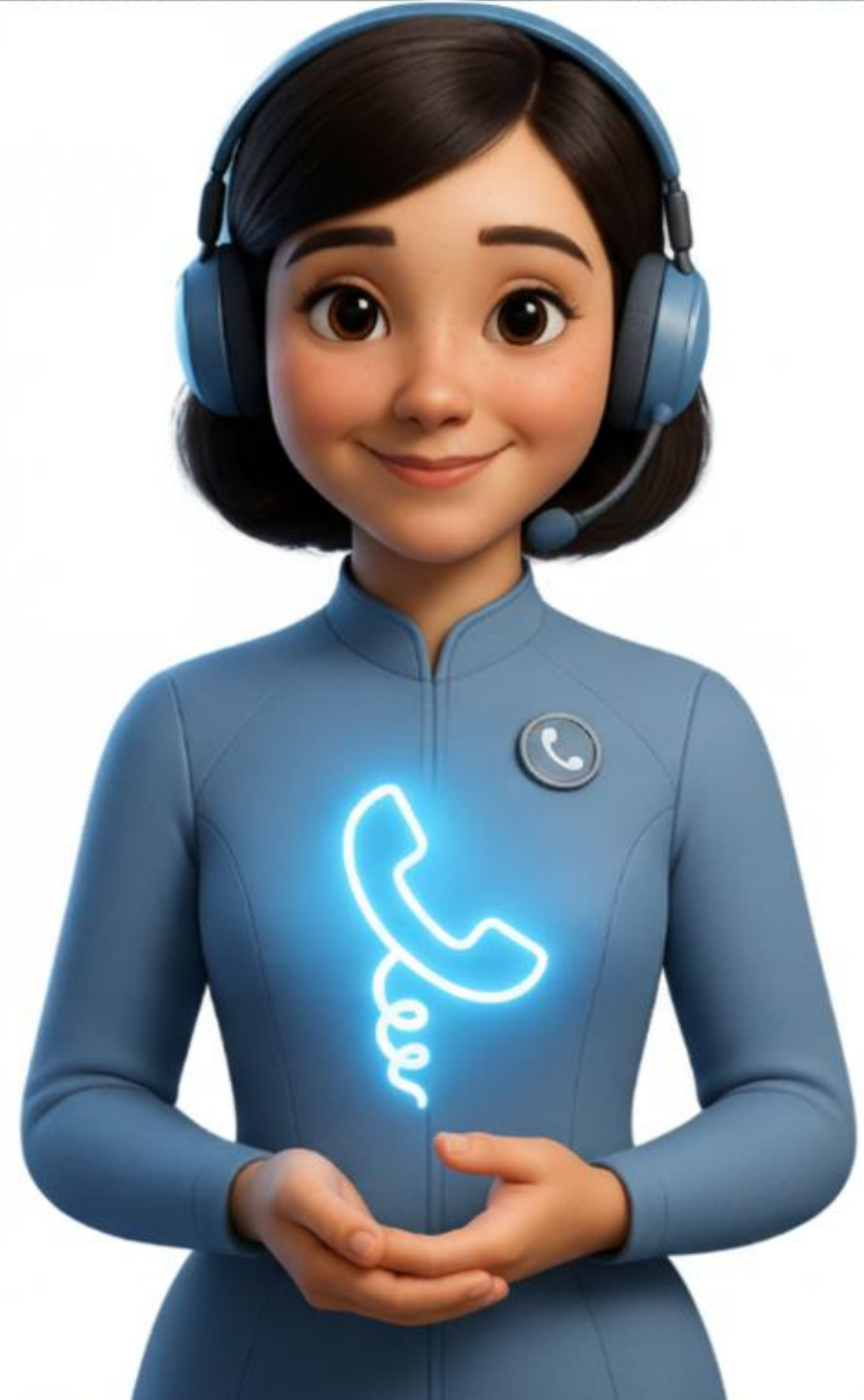
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# PILLAR 1 – REASSURE & RETAIN

Companion Claire

- 🕒 • Daily/Weekly Check-ins
- 💬 • Remembers History & Context
- 🚩 • Flags Concerns for Follow-up





Claire: Hi Joan, just checking in on a cold week – how are you today?



# PILLAR 2 – ALERT & ESCALATE TE

## Emergency Ellie: Storms & Outages

- ⚡ • Automated Outbound Alerts
- 📍 • Targeted Regional Notifications
- ! • Critical Escalations Only



## Emergency Alert in Action



Emergency Ellie






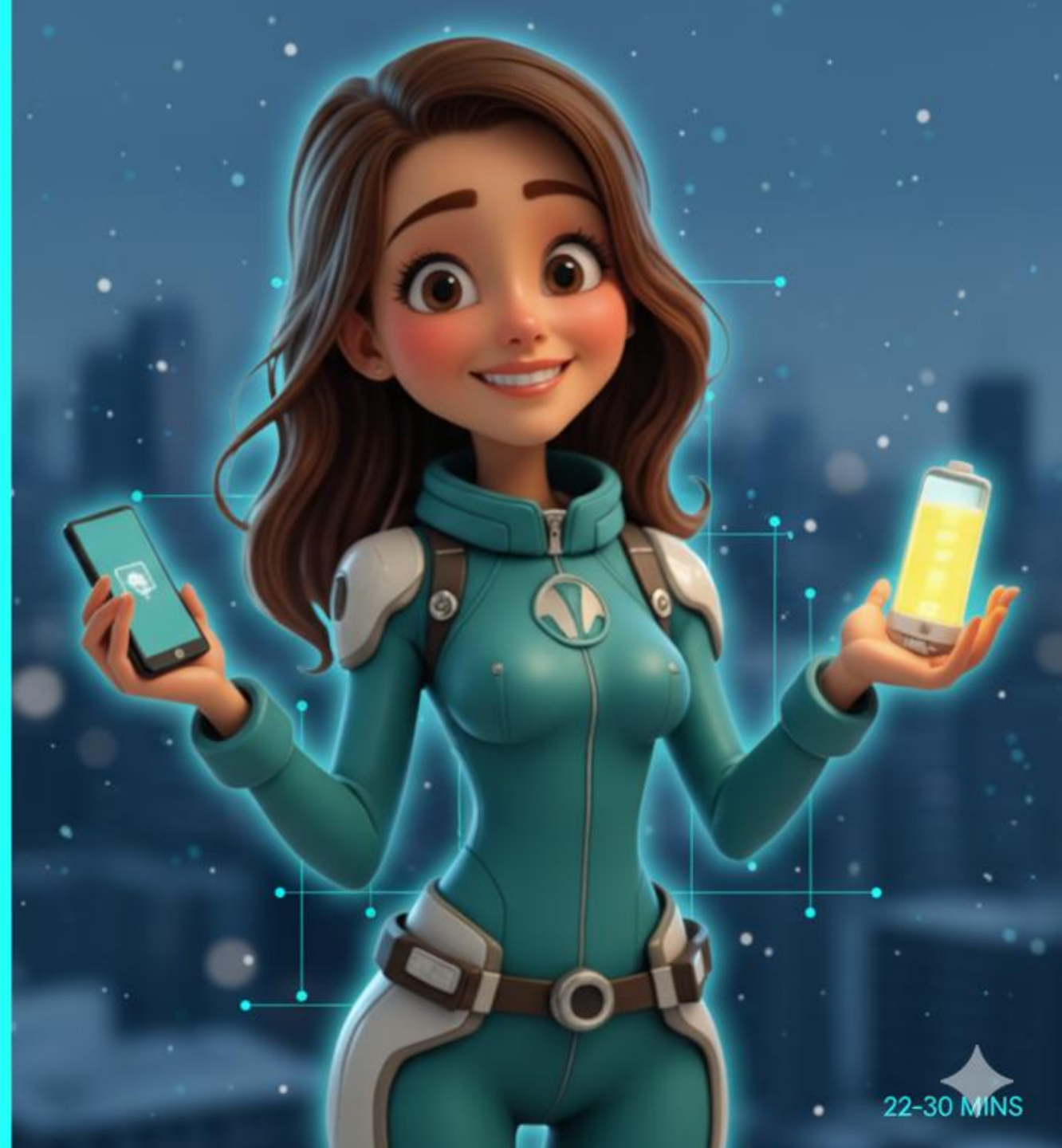
Ellie: Hi Sam, this is Ellie calling on behalf of [Provider] We're aware of a power issue in your area...



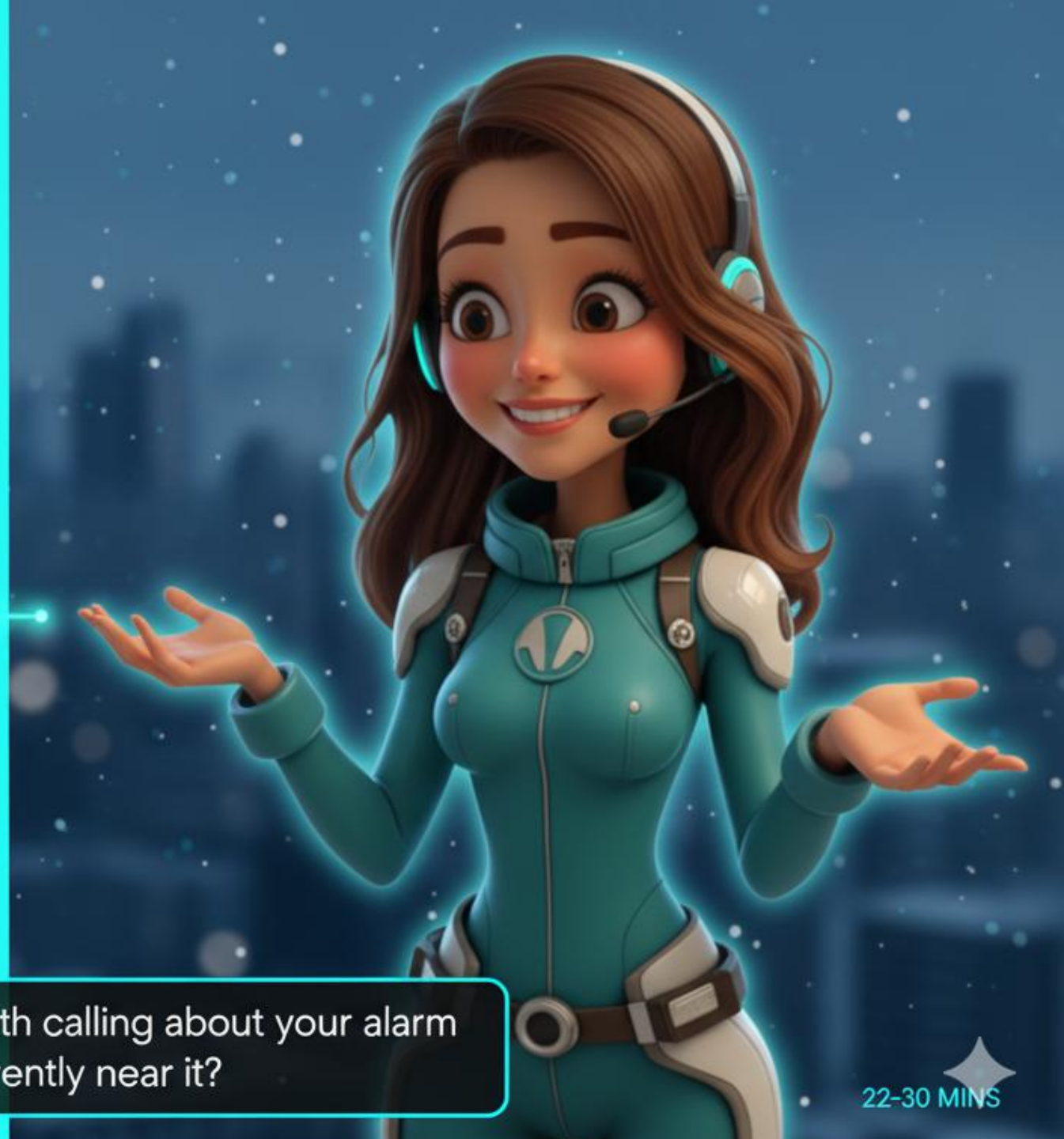
## PILLAR 2 — ALERT & ESCALATE

Battery Beth: Device Issues & Power Cuts

-  Automated Device Alerts
-  Guided Self-Fixes
-  Reduced Engineer Visits



22-30 MINS



Beth: Hi Janet, it's Beth calling about your alarm device. Are you currently near it?

22-30 MINS 

## PILLAR 3 – PROTECT & GROW

# False Alarm Fiona

- Answers Alarms Instantly
- Resolves False Alerts Automatically
- Escalates Real Emergencies

“The quality was spot... a powerful tool.”  
- Michael Bangerter, Mytrex



30-35 MINS

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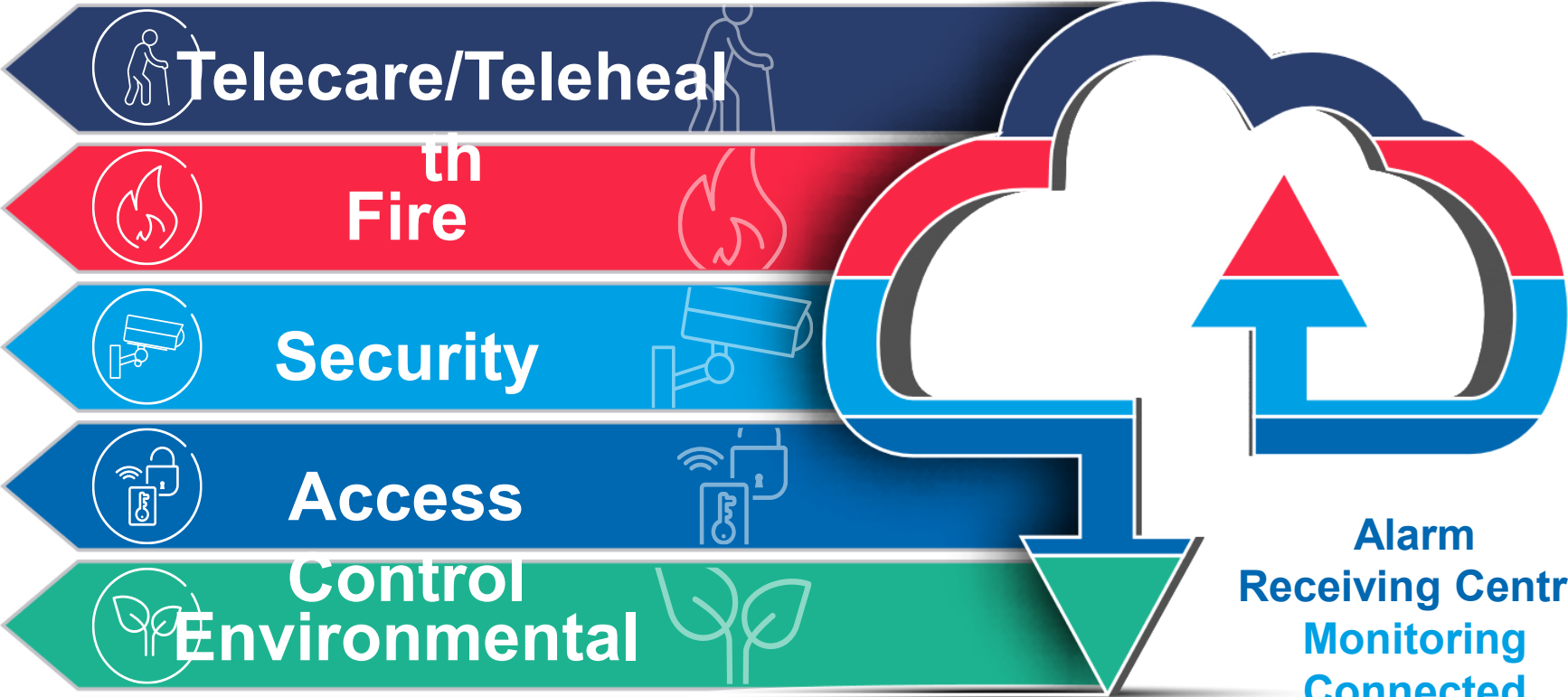
30-35 MINS



Fiona: Hi, this Fiona. I've received alarm — do you need help?  
User: Oh, no, sorry just kroncked it.  
User: False alarm, closing now.



## Integrated Life Safety management



Thank You

For more information,  
please contact

[commcare@chubbfs.com](mailto:commcare@chubbfs.com)

Alarm  
Receiving Centre  
Monitoring  
Connected  
Service

