

Appello SmartBridge

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A Trusted Partner for Every Provider

The Sector's Choice: Partner to 100+ housing providers, including 4 of the UK's largest 5 specialist housing providers.

Scalable Expertise: Trusted by organisations of every size - from single-site Almshouses to the UK's largest retirement housing group.

National Reach: Actively supporting Local Authorities, Housing Associations, and private providers across England, Scotland, and Wales.

Proven Capacity: Delivering complex projects at speed, including the UK's largest single digital upgrade programme.

Massive Impact: Successfully upgraded over 1,000 housing developments and installed over 100,000 digital devices.

Housing 21

Riverside

Teign Housing

Coastline housing

Your HOUSING GROUP

FIRSTPORT
RESIDENTIAL PROPERTY MANAGEMENT

Jigsaw

CURO

Worthing Homes

INCLUSION HOUSING

HANOVER SCOTLAND

orbit building communities

Castlehill HOUSING ASSOCIATION

CARDIFF
CAERDYDD

Wiltshire Council

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SmartBridge

As the UK transitions to digital telecare, Appello's SmartBridge provides a reliable, future-ready solution that ensures no interruption to vital services. It allows housing providers to continue using their existing analogue systems while preparing for a full digital upgrade — keeping residents safe and connected at every stage.

Seamless Transition

SmartBridge bridges the gap between analogue and digital networks, ensuring your current telecare alarms continue to function safely and reliably throughout the digital switchover.

Proven Reliability

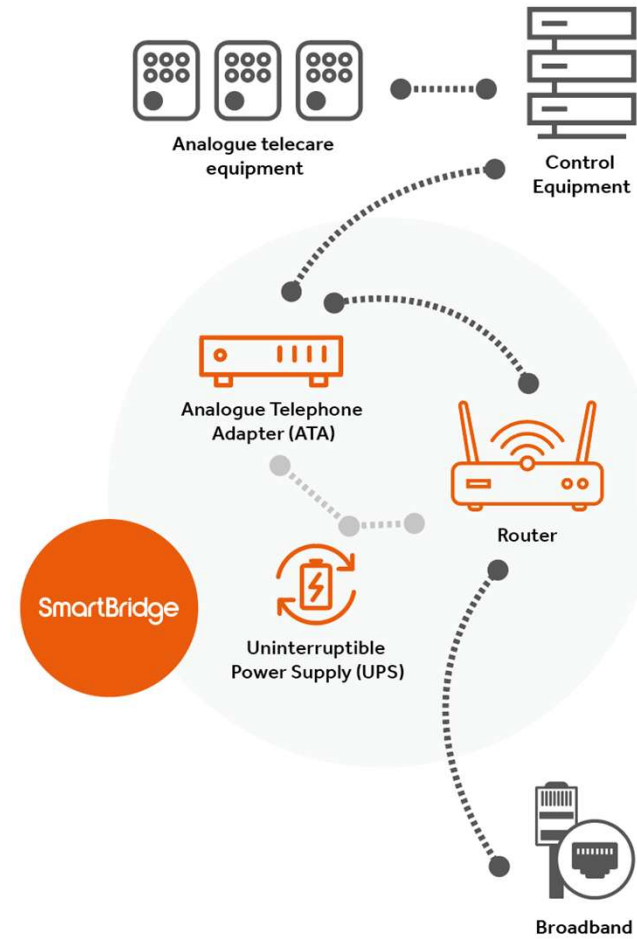
SmartBridge has been rigorously tested across housing schemes nationwide, delivering consistently high connection success rates and dependable performance.

Effortless Integration

Designed to work with a wide range of analogue telecare devices and protocols, SmartBridge fits easily into your existing infrastructure — removing complexity and reducing downtime during installation.

This solution provides immediate continuity and protection but is intended as a short-term measure. For long-term reliability, full digital migration is recommended.

SmartBridge Infrastructure





Key Benefits of SmartBridge

Analogue to Digital Conversion Without Compromise

Service Continuity – Uninterrupted, reliable telecare.

Two-Way Calling – Fast, effective emergency response.

Multi-Protocol Support – Compatible with TT92, TTNew, BS8521-1.

Power Resilience – Battery & SIM back-up for outages.

Operator Awareness – Clear device and location visibility.

Proven Reliability – Trusted, tested, and field-proven.

Success Stories



- 152 analogue schemes
- First Time Call Failures over 60%
- Inhouse ARC with analogue platform restricting move to digital.



- Migrated ARC to CareNet EVO.
- Provided them with foundation build digital strategy.



- Installed SmartBridge into schemes to mitigate risk.
- Commenced long-term digital strategy

Success Stories



- 208 analogue schemes
- Multiple ARC's - all with analogue call handling platforms.



- Combined all ARC's into single contract and awarded via tender to Appello in 2023.



- Developed digital switchover strategy to use A2D convertors for priority sites and upgrade equipment in other sites and new builds.
- Installed SmartBridge into schemes impacted by call failures.



“SmartBridge is a strong option for any organisation looking to modernise their telecare infrastructure without undertaking full replacements. It’s ideal for schemes with functional legacy systems that need to be made digitally compliant.

Given our experience and the results, we’ve seen, I would confidently recommend it to others across the sector.”

Jacob Sprayson

Operations Support Manager, Housing 21

Housing(21)



Thank you
for listening

appello