chiptech

Your Digital Telecare Partner

Who we are

Chiptech designs and manufactures quality digital Assistive Technology products and services to support elderly and vulnerable people in maintaining their health and independence.

- Founded in 2000 in New Zealand
- Employ 70 people in NZ and 55 people in the UK
- 250,000 UK Digital Connections

At Chiptech, we put people first. Every product we design and every service we deliver is focused on resilience, reliability, and user-friendly innovation, centred around the needs of the individual using our products and services.

Through collaborative partnerships and a relentless pursuit of excellence, Chiptech continues to redefine the TEC industry.

Two Primary Products creating unlimited, personalised solutions

SEVEN

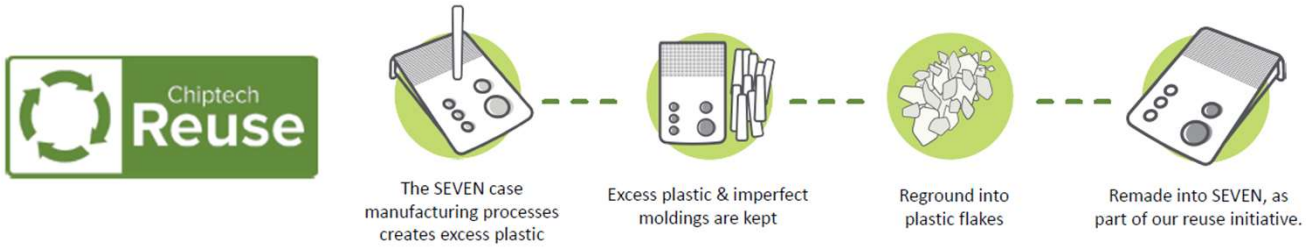
The future of telecare with 4G, VoLTE, cellular communication and dual SIM card slots for ultimate connectivity resilience. SEVEN offers superior interface and installer functions and reliability.

GO

A 4G digital GPS Speech pendant with a fall detector that encourages independence in day-to-day activities, both at home and out and about. Connects to SEVEN for a one pendant solution.

Manufacturing and Delivery Capabilities

- Capacity at 300k SEVEN devices per annum based on standard working. Improvement of in Dual Shift night working if required.
- 3 – 6 Months of stock held in UK at any time
- NZ Manufactured. UK Configured, tested, branded and supported
- TSA QSF Product, ISO 9001, tested twice before dispatch
- Refurbishment available. Currently refurbishing circa 1k units pcm.
- 100% Recycled units from reground plastics



Transforming Delivery Optimising resource

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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, plug & play installation

15 min saved per install

An estate of 2000 alarms

500 working hours saved

13 Weeks of resource

Transforming Delivery Optimising resource

AUDIO ASSISTED INSTALLATION

Voice-guided install process for governance and guidance. Multiple language options are available.

REMOTE UPDATES

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

CUSTOMER AAI STATS

Between Sep 24 & Sep 25

25,909 alarms dispatched by post

117 Faults reported resulting in an engineer visit

81 of these successfully triaged

Just 36 failed installs

A Personalised Approach Tailoring the solution

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PERSONALISED CONFIGURATION

Settings specific for those with cognitive impairments, dementia, lone workers and domestic violence contexts

ROUTINE REMINDERS

Supporting people to live independently with routine support e.g “It is breakfast time”, “It is time to take your medication”

COMPREHENSIVE, ADAPTABLE SYSTEM

Connection to GPS Pendant, Peripherals, Advanced Telecare for one universal adaptable system based on individual need

PREDICTION & PREVENTION

Creating actionable insight through low priority, interoperable data

Transforming Housing

Individualised Care wherever you call home

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SmartCare HOME

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SmartCare Home Benefits

- Enhanced ‘I’m OK’
- Seamless Door Entry Integration
- Dual SIM Resilience
- Cost Effective
- Rapidly Deployed
- Adaptable
- Customer Focused Support
- Optimised resource and response

SmartCare HOME

Questions

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