



**DIGITAL TELECARE:  
SMART LIVING  
SOLUTIONS**



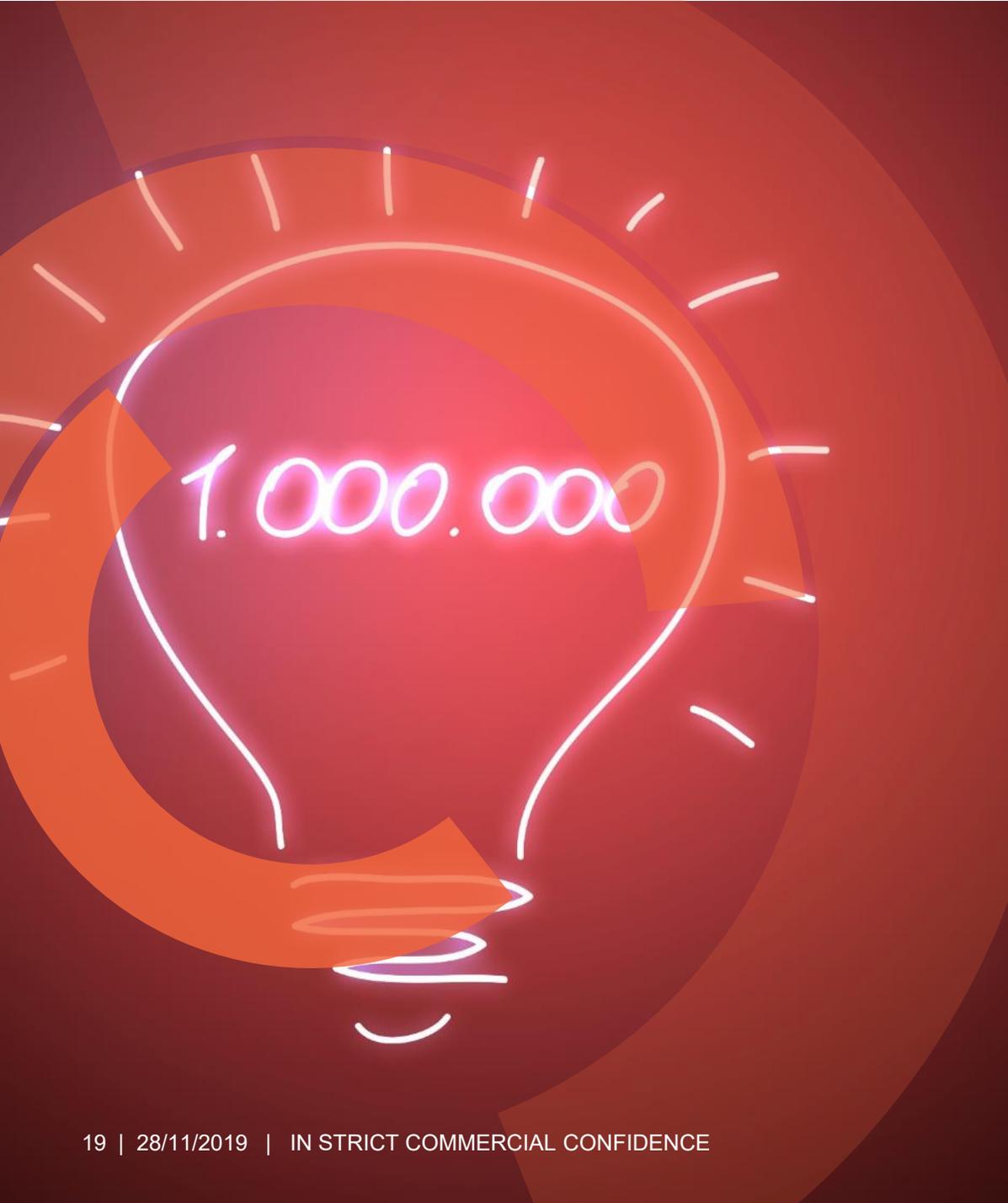
## Overview of UK digital network upgrade



- Upgrades to the network are progressing and will be complete over the next few years.
- The impact is already apparent, with analogue first time failure rates steadily increasing (currently 11%.)

“The best system for a digital network is a fully digital system”

BT, 2019



1.000.000

## Our digital journey started by creating the UK's first digital telecare monitoring centre

- We monitor both analogue and digital connections.
- We have been monitoring thousands of digital connections across the UK for 2-3 years.
- Received our **1 millionth digital call** in early 2019.
- Our large call volumes has enabled us to see the market impact of telecoms changes. Approximately 10% of analogue calls fail first time.



Smart Living Solutions **transform** the telecare experience

## Why digital? Because it enables us to meet changing expectations

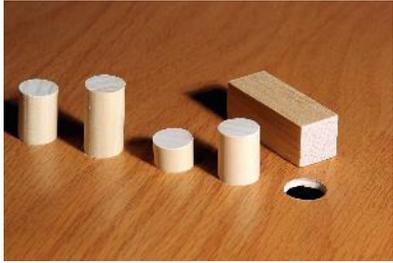


- Future-proofed and resilient for an already changing digital telecoms infrastructure.
- Emergency call connection speed now just 4s compared to 1m40s.
- Multiple calls can be placed across a development simultaneously.
- Clear, dual-tone speech.
- Door entry video to improve safety.
- Video room to room calling to increase social engagement.
- Video calling to onsite warden for greater independence.
- Customisable display (with a link to your website if you wish).
- Home automation capabilities improve convenience and safety.
- Digital capability enables endless services to be integrated for value-add opportunities.



# Benefits of Appello Smart Living Solutions

## Future-proofed and Secure



Digital telecare removes the risks associated with upgrades to the UK telecoms network

## Aesthetics and Usability



The appearance of the technology is modern, discreet and removes stigmas associated with supported living devices

## Speed



Connection speed has been reduced from 1m40s to just 3s

## Data, Analysis and Insight



Rich data is readily available, supporting organisations to make better informed decisions about care and resources.

## Social Engagement



Integrated video supports a community environment and helps tackle loneliness and social isolation

## Opportunities



Digital enables other solutions to be integrated such as smart home and healthcare technology, creating a single package of support and care.

SPEED

***“The system is excellent, very fast response”***

John Krevci, Valentine Barker Court

**8 out of 10** residents feels that the connection speed of the new digital system gives them **greater reassurance**

Results from survey of 520 residents across 8 sites.



## SECURITY

***“I really like that you can see who is at the door on screen.”***

Mary Nichols, Turnbull Court

**89%** of residents **feel safer** being able to see who is entering the property.



WELLBEING

***“It’s very handy to be able to connect with any flat without having to actually walk – especially at night or when not feeling well.”***

*Carol Terry, Valentine Court*

**Over Half** of residents feel that their **wellbeing has been improved** now they can communicate via video with residents.



INDEPENDENT LIVING

***81% of residents agree  
that communicating with  
the Development Manager  
via video is less obtrusive.***





***“I will now video call each resident in the morning from the communal lounge to see if they are coming down for a cup of tea.”***

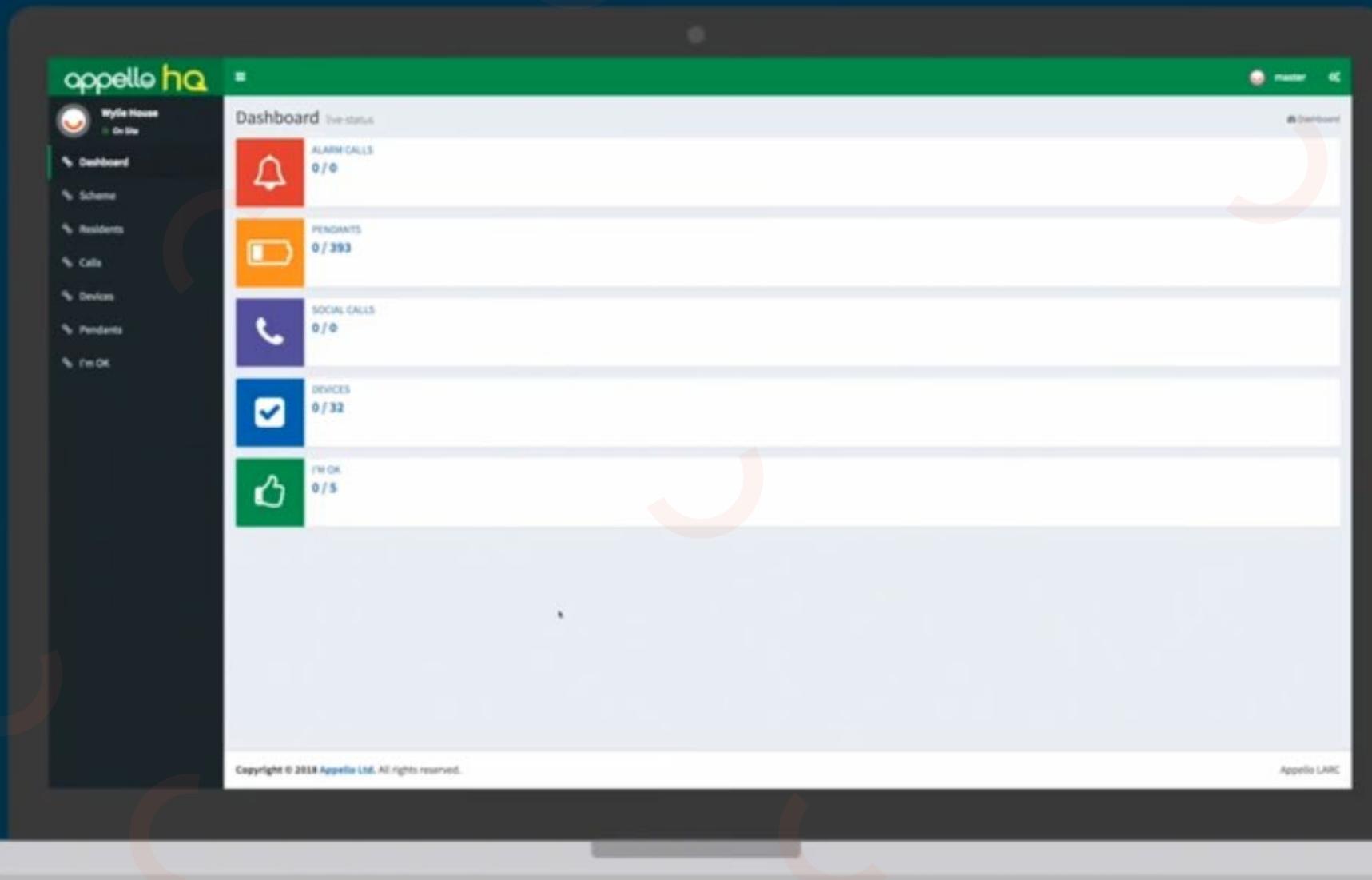
*Debbie Kershaw,  
H21 Court Manager*

## **BENEFITS OF SMART LIVING SOLUTIONS TO HOUSE MANAGERS**

- **Greater support:** The house manager is no longer responsible for fault finding, as they will proactively be made aware of systems downtime or battery failures.
- **Increased efficiency:** House Managers will have the ability to visually check on the wellbeing of home owners, without having to visit every home.
- **Simpler processes:** No testing of pendants required saving time and providing better service to owners.
- **Prioritisation:** I’m OK feature, enables prioritisation of time and reduces visits unrequired by the home owner.
- **Clarity:** Clear distinction between whether they are receiving an emergency or social call on their handset.
- **Reassurance:** Can rest assured that if they are on a call any additional calls will be handled off site and not queued – therefore providing better service and a less stressful situation.
- **Security:** Video door entry in their office provides greater reassurance about who is at the property.

# appello HQ

Providing you with greater control than ever before



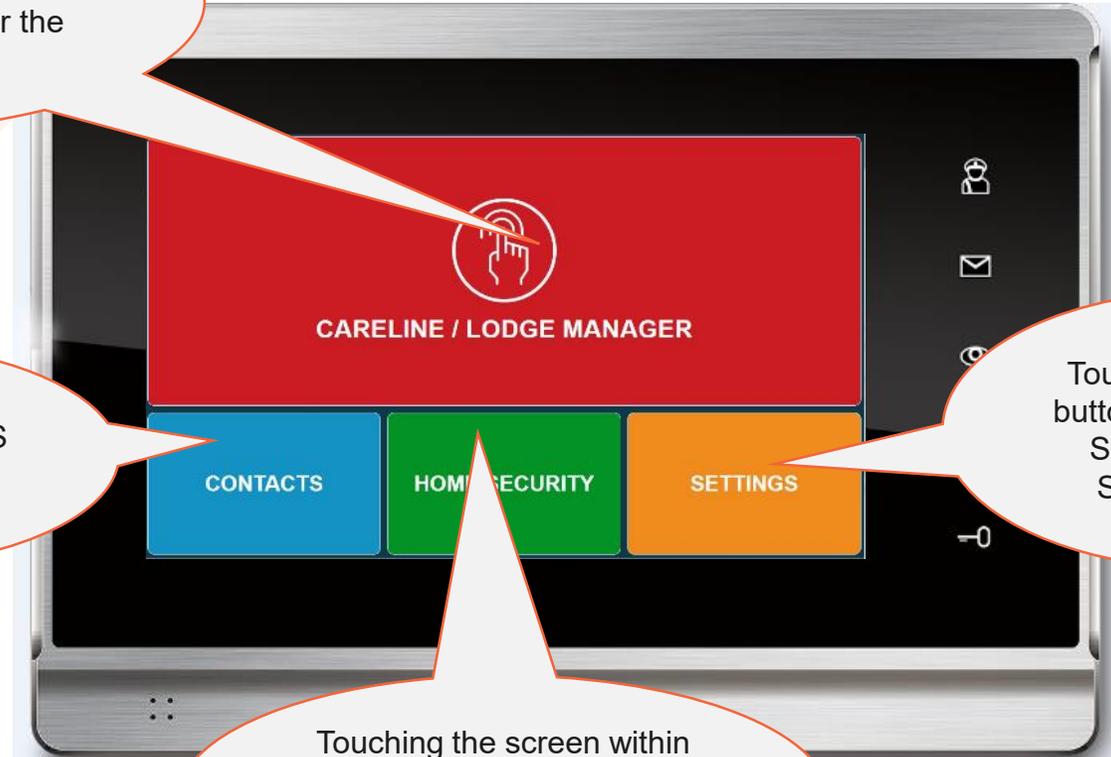
# Your homescreen

Touching the screen within the RED button makes an emergency call to Careline or the Onsite Manager

Touching the screen within the CONTACTS button links to the Contacts Screen

Touching the screen button links twithin the SETTINGS o the Settings Screen

Touching the screen within the HOME SECURITY button links to the Home Security Screen



# Your quick keys



Touch this button to make a call to the Onsite Manager

Touch this button takes you to your messages

This button is intentionally non-functional

Touch this button to answer a call from a neighbour

Touching this button unlocks the main entrance door