

A woman with long blonde hair is wearing a headset and looking at a computer monitor in a call center environment. The image has a blue tint and a semi-transparent overlay.

WELCOME  
TO APPELLO

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# Supporting & Inspiring Independent Living

## CONSUMER & EMERGING MARKETS

Focused on providing services & channels to help Appello grow using new technology and solutions to meet a variety of care and health needs

**ABOUT US:** Established in 1988, to provide an emergency call monitoring service to vulnerable members of the community. Now the largest Telecare monitoring facility in the UK

**OUT OF HOURS MONITORING** We currently support 500,000 service users, protecting people and property. Our service is geared for prompt action to minimise damage and destruction.

**EMERGENCY MONITORING** We provide around-the-clock emergency call response and monitoring facility which protects and reassures the elderly.

1752500

Telecare calls

159600

Number of  
Residents

60500

Emergency  
calls

202825

OOH Calls

193650

Total number  
of connects

# OUR CUSTOMERS & MARKETS

First Port

Housing Associations & Local Authorities ( H&C21, Orbit, Curo )

Individual Customers

Private Retirement Companies (Millstream)

Charities (TRBL, The Stroke Association etc.)

# OUT OF HOURS

Our Out-of-Hours service supports 500,000 service users, protecting people and property. The service is geared for prompt action to minimise damage and destruction. Our customers include:

First Port RD/Bespoke/Scotland

Bromley Council

HC1

West Berkshire Council

Millbrook Healthcare

# LEARNING & DEVELOPMENT

Recruitment Process

Computer Based Training

Competency Testing

Call evaluations

Succession Planning & Mentor Me



The background of the slide shows three female call center agents working at their desks. They are wearing headsets and looking at computer monitors. The entire image is overlaid with a semi-transparent orange filter. A large, white, semi-transparent circle is centered on the slide, serving as a backdrop for the main text.

# appello

ANY QUESTIONS COME AND VISIT US

28/11/2019