



# The Technology Enabled Care (TEC) trends that can enable your organisations visions

**Tim Barclay,**  
CEO | Appello





## Introducing Appello

Leading the way with digital telecare and Technology Enabled Care services

- We have over 35 years experience in delivering telecare services to housing providers and local authorities.
- Developed the first end-to-end digital telecare solution in 2016, which has gone onto become the widest deployed system in the UK.
- Over 550 developments and over 35,000 residents benefitting from our digital telecare service, Smart Living Solutions (SLS).
- Over 2 millions digital calls have been placed across our digital systems.
- We also operate across multiple sites the UK's largest telecare monitoring centre with over 350,000 connections.
- Our monitoring centre utilise our award winning, cloud hosted monitoring platform CareNet EVO.

**From property to people,  
each Housing Provider  
will have their own  
priorities...**

**Technology and  
Innovation will be an  
instrumental part of the  
strategy to meet them.**



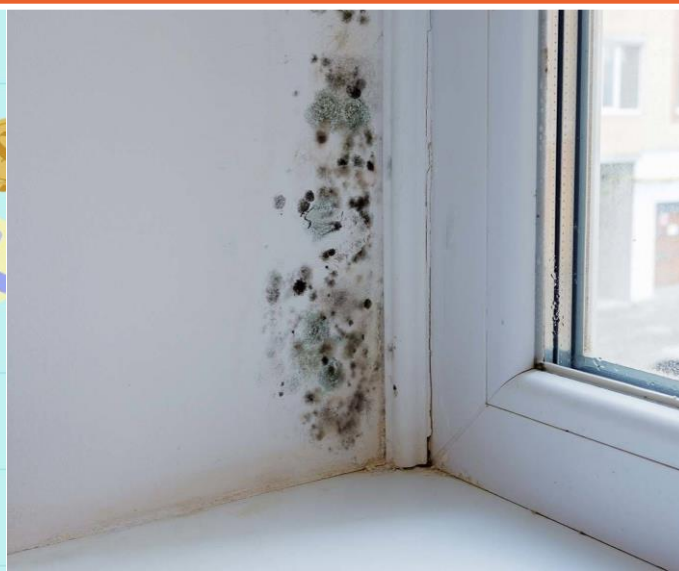
Focus on outcomes





# Why is this the opportune time for adoption of technology?

*Innovation | Health service capacity | Social Care | Working environment | Cost of Living | Focus on Living Environment | COVID-19*



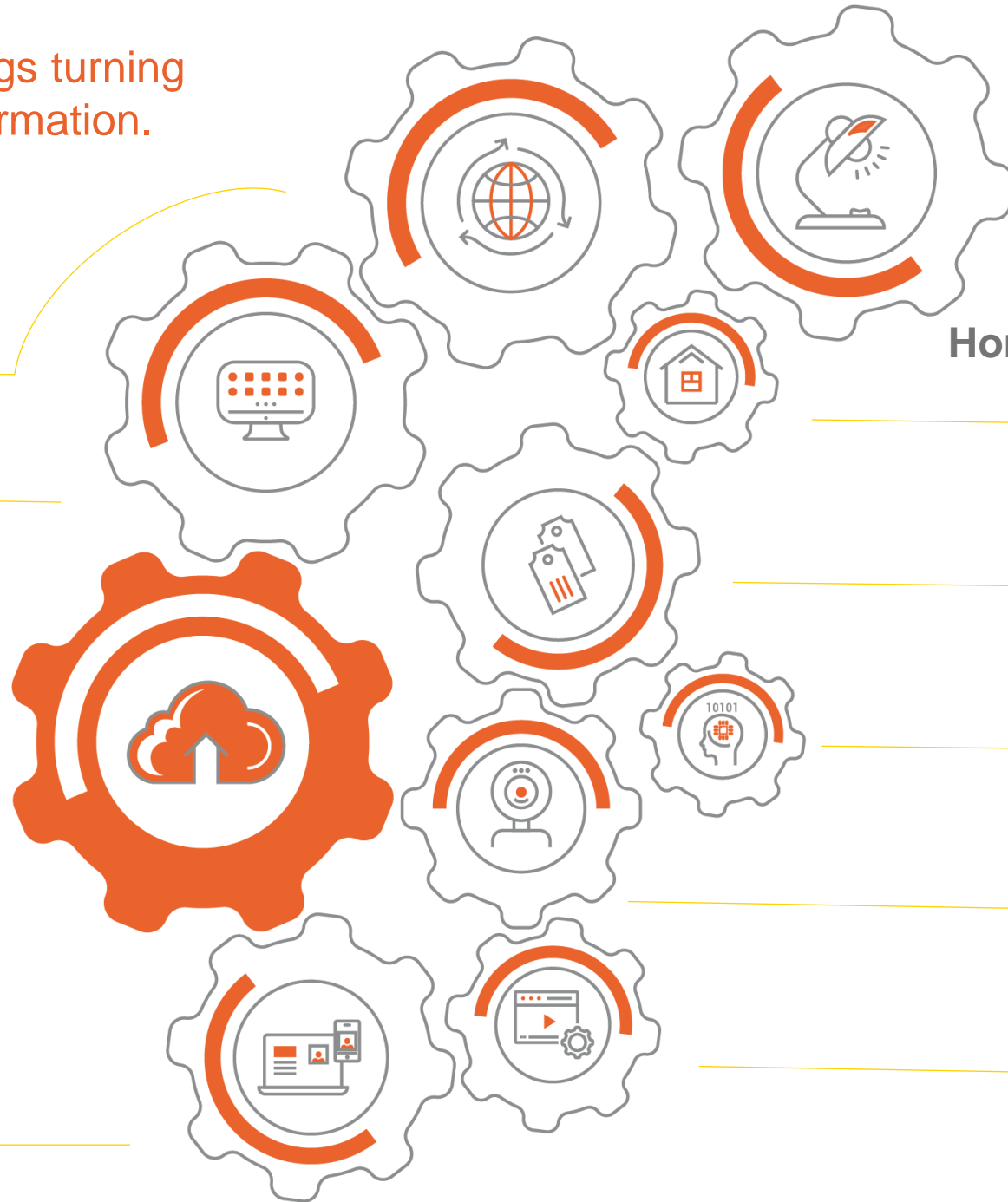
The **technology** cogs turning the wheel of transformation.

Internet

Big Data

Cloud

Mobile Internet



Internet of Things

Home Automation / Smart Living

Online Services

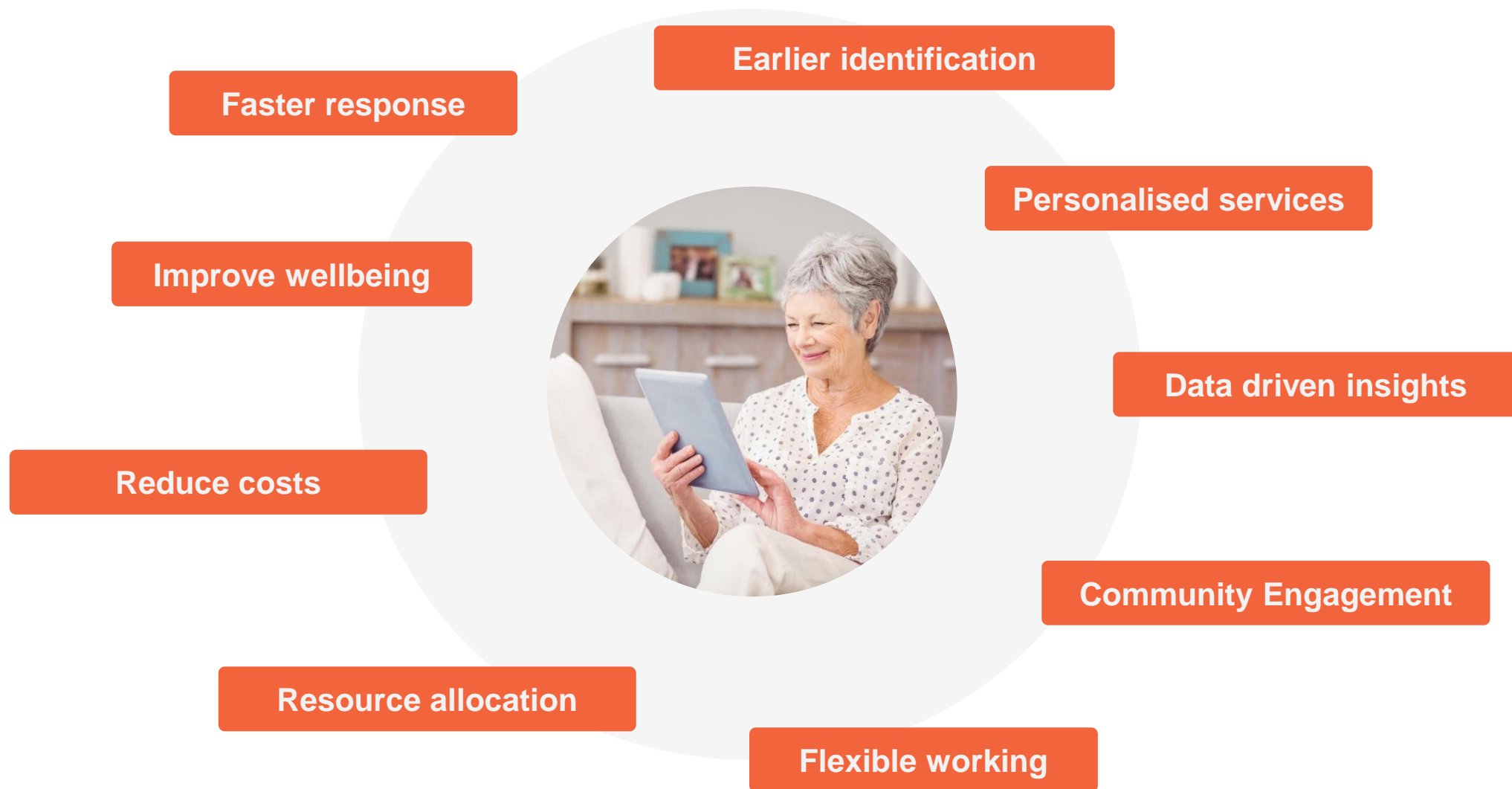
Artificial Intelligence (Ai)

Robotics

Digital Media

## How technology can improve outcomes

For service users and those delivering services



## Changing perceptions towards technology

Market insights from Appello

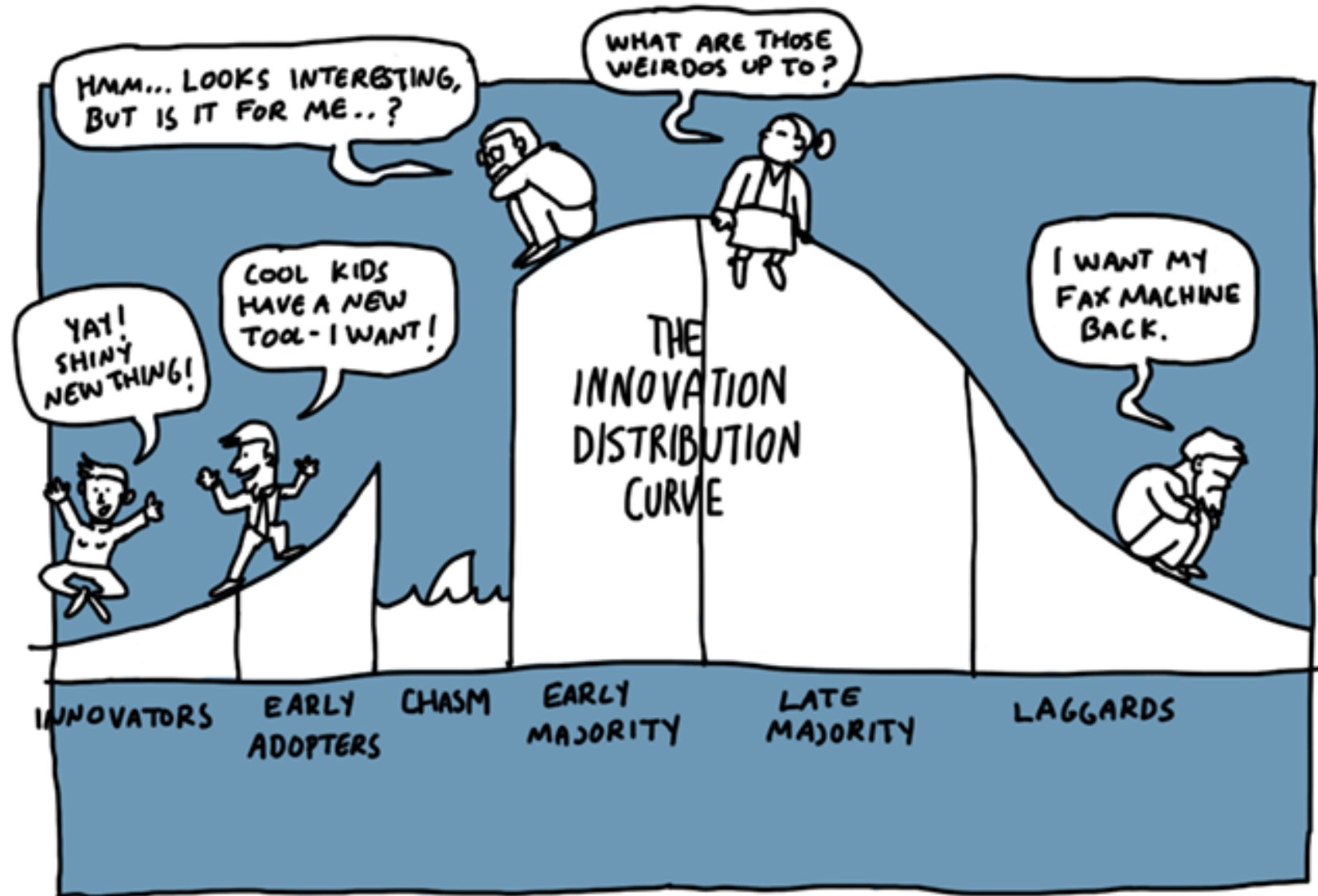
Independent research of 123 social, retirement and local authority housing professionals, undertaken with the Housing Learning and Innovation Network (LIN) in April 2021.



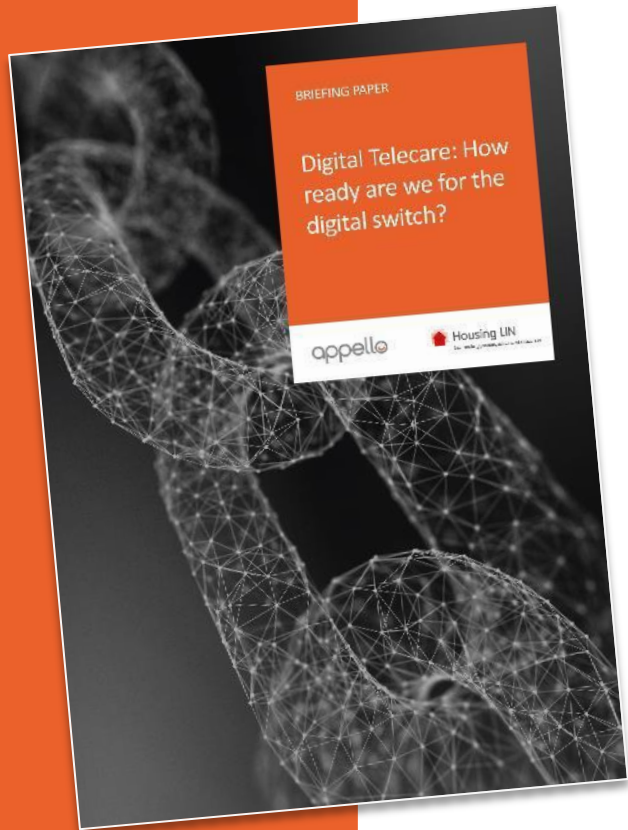
- **79%** of housing providers feel there has been an increase in interest in technology amongst supported housing customers as a result of COVID-19
- **66%** of housing providers are confident they will keep pace with changing customer expectations towards technology, 26% are unsure and 8% are not confident.
- **89%** of housing providers believe their frontline staff have a greater appetite for using technology due to COVID-19
- **82%** of housing providers believe that changes in perceptions towards technology will have a long-term influence beyond COVID-19
- **62%** of housing providers say their investment in technology will increase following COVID-19, 36% think it won't change significantly, 1% think it will reduce.
- **26%** of housing providers think they will significantly increase their remote working for traditionally site staff, **37%** will slightly increase, 24% are unsure and 13% will make no changes.



The current picture: what progress has been made so far?



## Are we on track for the transition to digital telecare?



- There is now a very good level of awareness within the housing sector that our analogue telecoms network will be turned off in 2025. Three years may seem a long time – but this deadline has been somewhat misleading.
- First time call failure rates are a clear example of this and are only likely to continue to increase.
- An estimated 125 housing developments are upgraded to digital every month.
- If the rate of upgrades continues at the same pace, 6,250 developments will have been upgraded by 2025 (this includes the number already completed).
- With approximately 25,000 developments in the UK, this is substantially below the target - and only 25% of the requirement to ensure all customers have a safe, reliable alarm system.
- There needs to be an approximate five-fold increase in the pace of upgrades to ensure a majority of customers have access to digital telecare.

## Appello SmartTEC

Our range of digital solutions to improve life quality and safety

### Smart Living Solutions



### SmartConnect



### SmartLife



Hardwired











Dispersed

**Short – Medium term Technology Enabled Care (TEC) trends**  
 3 themes that cover 6 trends now and in the coming years.

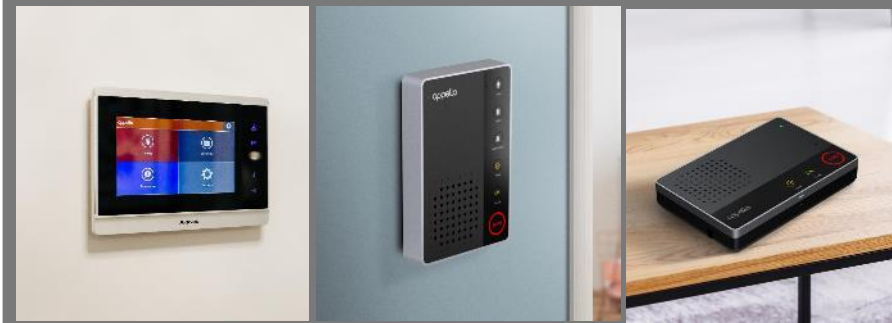
People Centric	Proactivity	Location Independent	Best use of resources
 <p><b>Interoperability</b></p>	 <p><b>Integrated automation</b></p>	 <p><b>Anywhere operations</b></p>	 <p><b>Redesigning technology</b></p>
<hr data-bbox="698 979 784 986"/>  <p><b>Insightful Data</b></p>	<hr data-bbox="1187 979 1274 986"/>  <p><b>Outcome focussed</b></p>	<hr data-bbox="1676 979 1763 986"/>  <p><b>Remote servicing</b></p>	<hr data-bbox="2186 979 2272 986"/>  <p><b>Environment</b></p>

**Short – Medium term Technology Enabled Care (TEC) trends**  
 3 themes that cover 6 trends now and in the coming years.

People Centric	Proactivity	Location Independent	Best use of resources
 <p><b>Interoperability</b></p> <hr/>  <p><b>Insightful Data</b></p>	 <p><b>Integrated automation</b></p> <hr/>  <p><b>Outcome focussed</b></p>	 <p><b>Anywhere operations</b></p> <hr/>  <p><b>Remote servicing</b></p>	 <p><b>Redesigning technology</b></p> <hr/>  <p><b>Environment</b></p>

## Cloud managed equipment

The Appello Cloud



### SmartTEC portfolio

- Supported by a suite of connected cloud services
- All end to end digital using VoIP and open UK and European standard protocols
- Tested with Legrand Jontek, Enovation UMO and Appello Carenet
- All cloud services interact with any other service in the suite



Mitigate risks of call failures on analogue equipment



Unprecedented ability to manage digital calls



Access and update customer information anywhere



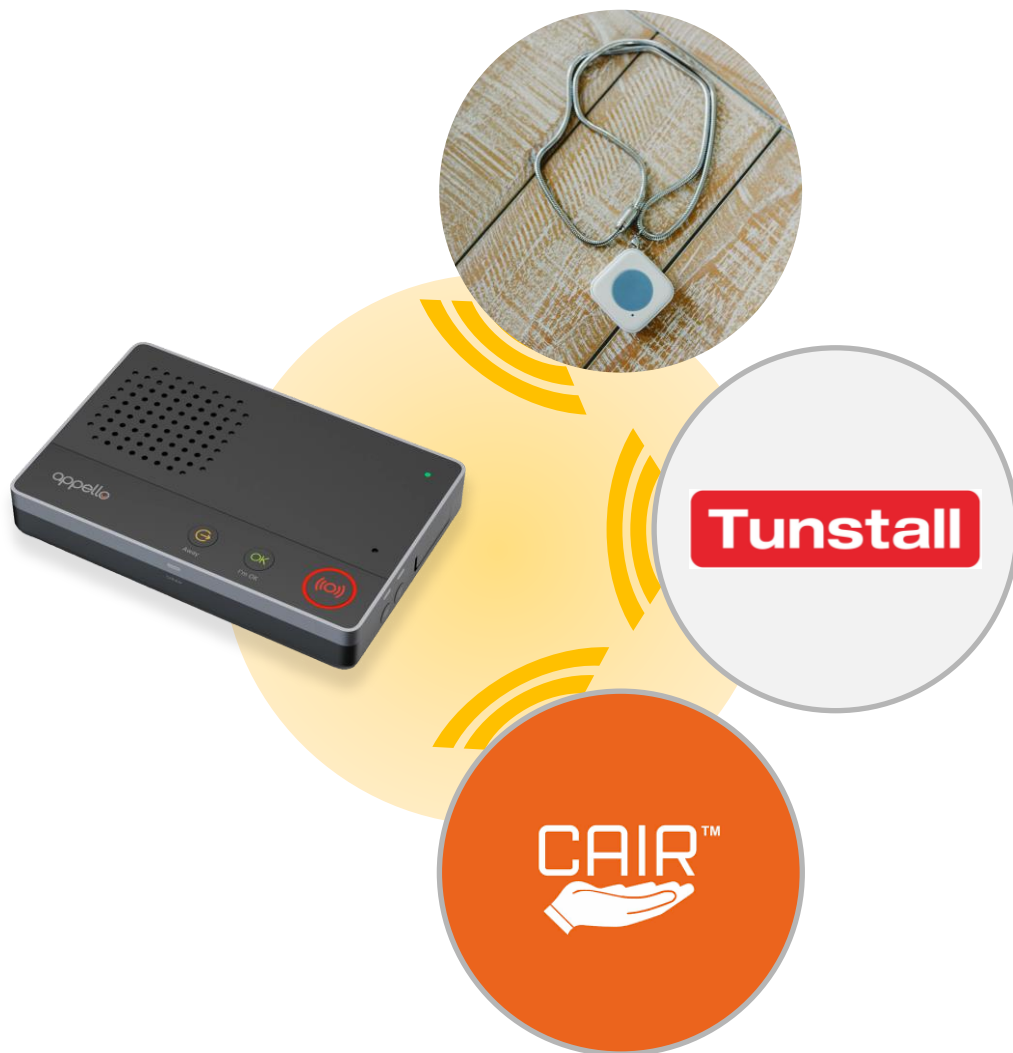
Manage and control your site equipment from anywhere



Device Management Platform for the remote configuration of dispersed alarms

## Intereoperability

Enabling better care and creating cost savings



- An average three telecare peripherals in use for every emergency alarm device in the UK.
- A set of peripherals including pendant, smoke alarms and additional sensors cost approximately an additional £150-£200.
- Therefore, if we consider the cost of upgrading (alarm units and peripherals) by continuing to use existing peripherals, the saving can be up to £200 per device.
- For example, 300 devices would represent a saving on peripherals of c£60,000.
- There are also the significant environmental benefits and the customer experience benefits of continuing to use devices they are familiar with.



# Managing inputs and data from multiple innovations which feed into both the monitoring centre and our wellbeing index reporting

