appello | CareNet

Appello Cloud Services

CareNet is an application within the Appello Cloud.

A suite of cloud hosted services for the delivery of modern, digital Technology Enabled Care.

CareNet – The only true telephony call centre technology in the Social alarm world

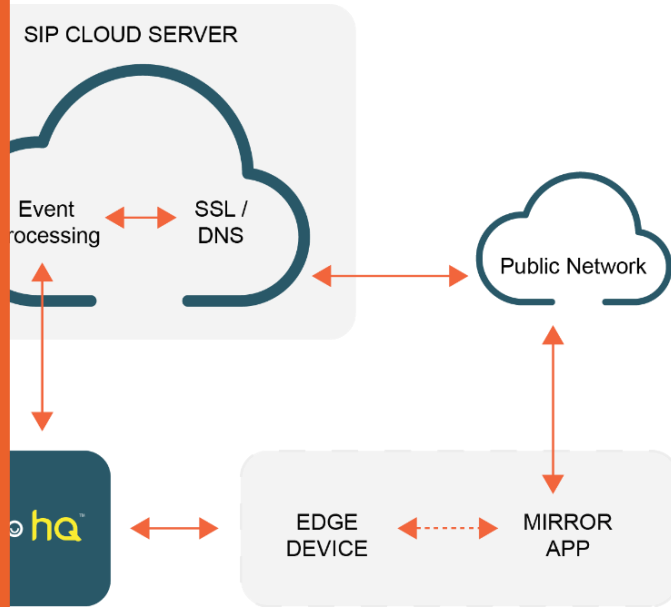HQ – Smart Living Solutions (SLS) on site teams information tool

SBR – Single Best Record, remote access database consolidation engine

NEXUS - Smart Living Solutions (SLS) estate management tool

IO – Third party integration engine

DIGITAL BRIDGE – Provides analogue to digital protocol conversion

appello

Appello Nexus
Estate management

Manage entire SLS estate

Site to site calling, allocate multiple sites to teams

Equipment health check information

Call records - Full information into the equipment usage, call time, locations and history.

Battery life alerts - Notifications on low batteries to ensure service continuation.

Downtime alerts - Notifications on downtimes to ensure issues are immedicably recognised.

Scheme Information - Asset and property log.

Basic Reporting - All equipment usage data always available in report
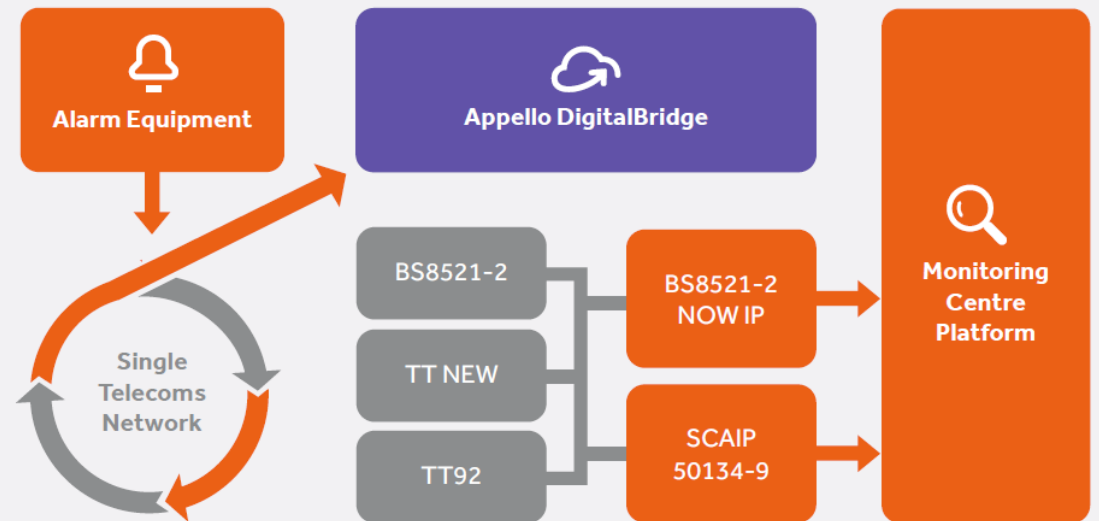
Single Best Record
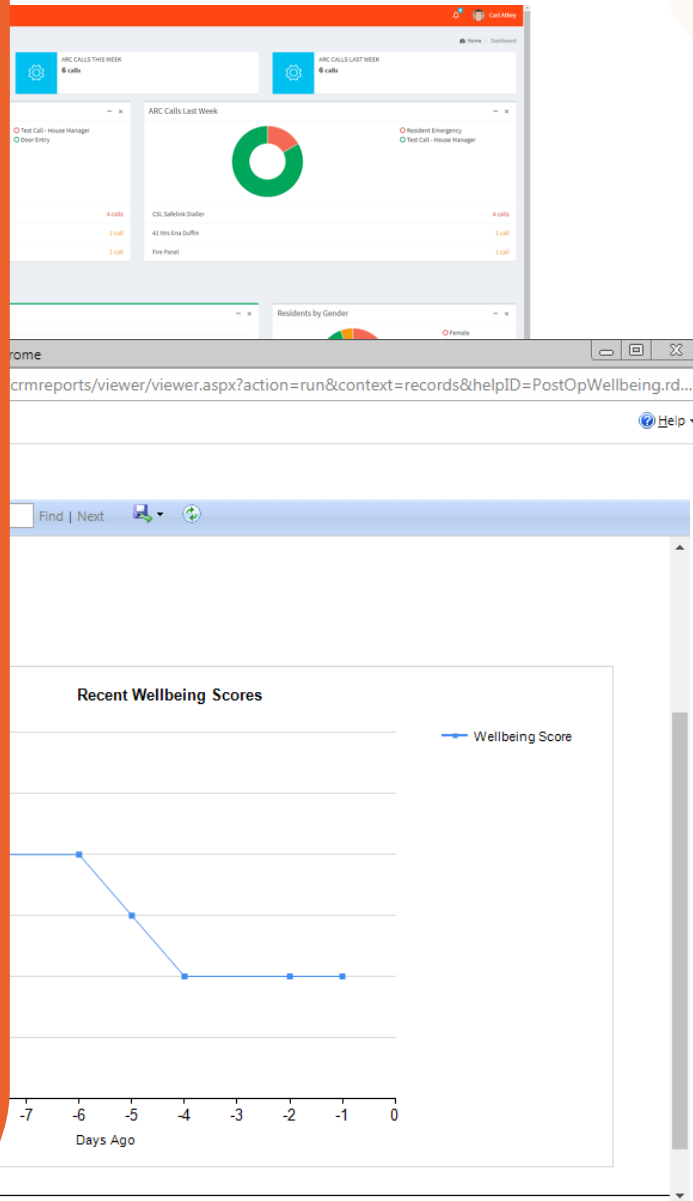
- Single Best Record access for analogue or digital service providers giving real-time site, service user and equipment control and access.
- Access to Carenet data, HQ, third party health and wellbeing data from 1 place
- Data is kept up to date in a secure environment.
- Anyone with a laptop and the correct permissions can have remote access to TECS data
- Data at any time and from any location, for your corporate customers
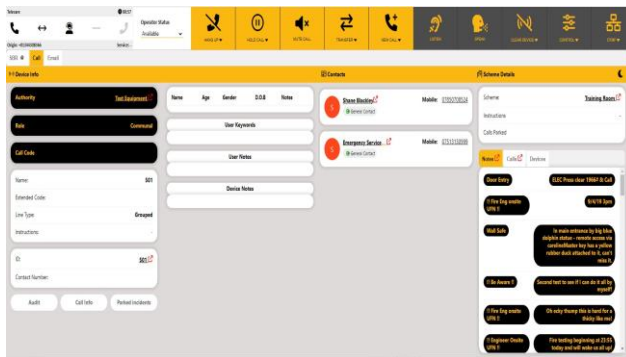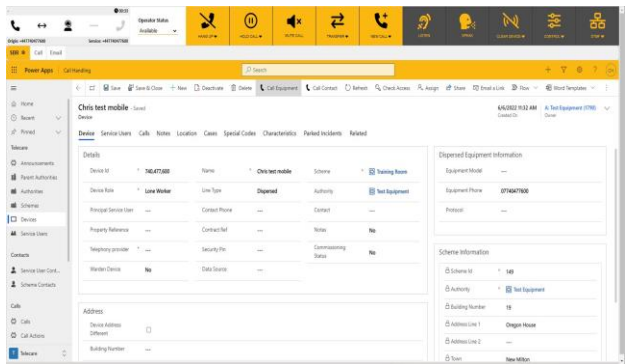- Automated report generation

Appello CareNet
Transitioning to digital with Appello DigitalBridge
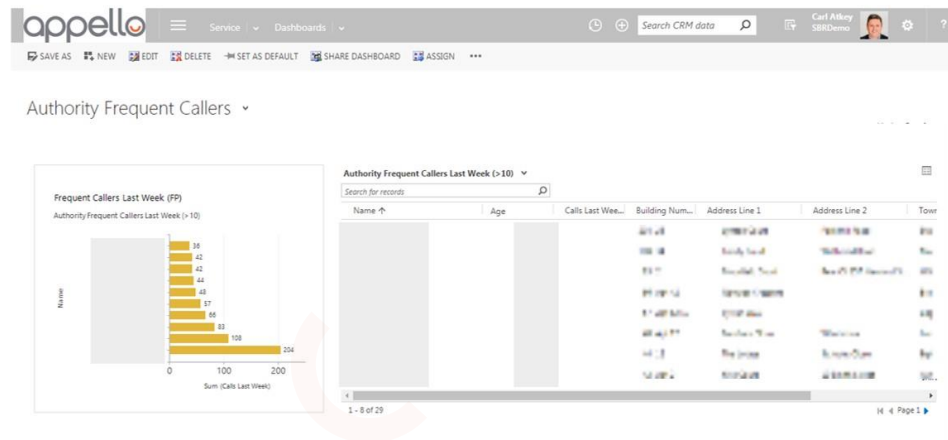
- Telecoms providers have been working on upgrading the UK's national network to a digital Internet Protocol (IP) network
- In an emergency 1 in 10 calls from analogue telecare equipment will be impacted by the digital upgrade of the UK's telecoms network
- The impact at worst will result in multiple reattempts to connect costing valuable minutes in an emergency, at best it could be distortion
- Appello DigitalBridge is an intelligent conversion solution that takes an analogue communication from the onsite equipment, converts it into a digital communication protocol and diverts it back to the digital monitoring centre in a language they understand.
- Appello DigitalBridge can convert a range of different analogue protocols into several different output digital protocols
- As it's a cloud based solution there is no requirement for the installation of any equipment on site and its completely scalable.


DigitalBridge explained

Alarm Equipment → Appello DigitalBridge

Single Telecoms Network

BS8521-2 / TT NEW / TT92 → BS8521-2 NOW IP / SCAIP 50134-9 → Monitoring Centre Platform

Appello CareNet
What makes Carenet different

- Push calls to operator, prevents 'cherry picking' of calls, distributes workload evenly across teams
- Calls distributed by skill, sending the right call to the right operator with the skills to manage that call, great when introducing new operators or managing busy periods
- Automated report delivery – customer/KPI reports are created as a templated then automatically emailed at set times so that managers/customers have them in their in box when they start work in the morning
- Remote observation – allows managers to observe a call both screen and speech, coach an operator through their headset and ultimately take control of a call if needed
- Single Best Record (SBR) back office integration, integrates with Carenet to provide remote portal access
- Scalable, due to the design and the SaaS deployment it means that Carenet can be scaled very quickly with minimum effort
- Business continuity and call overflow, allows call to be managed by Appello on an ad hoc or regular basis
- Wallboards & dashboards – increasingly important as monitoring centres amalgamate and grow.
- Automated outbound calls service, with options i.e. press 1 to speak to an operator
- Operator status is unique to Carenet, on break, admin, ready etc
- Call wrap time is measured, recorded and reportable
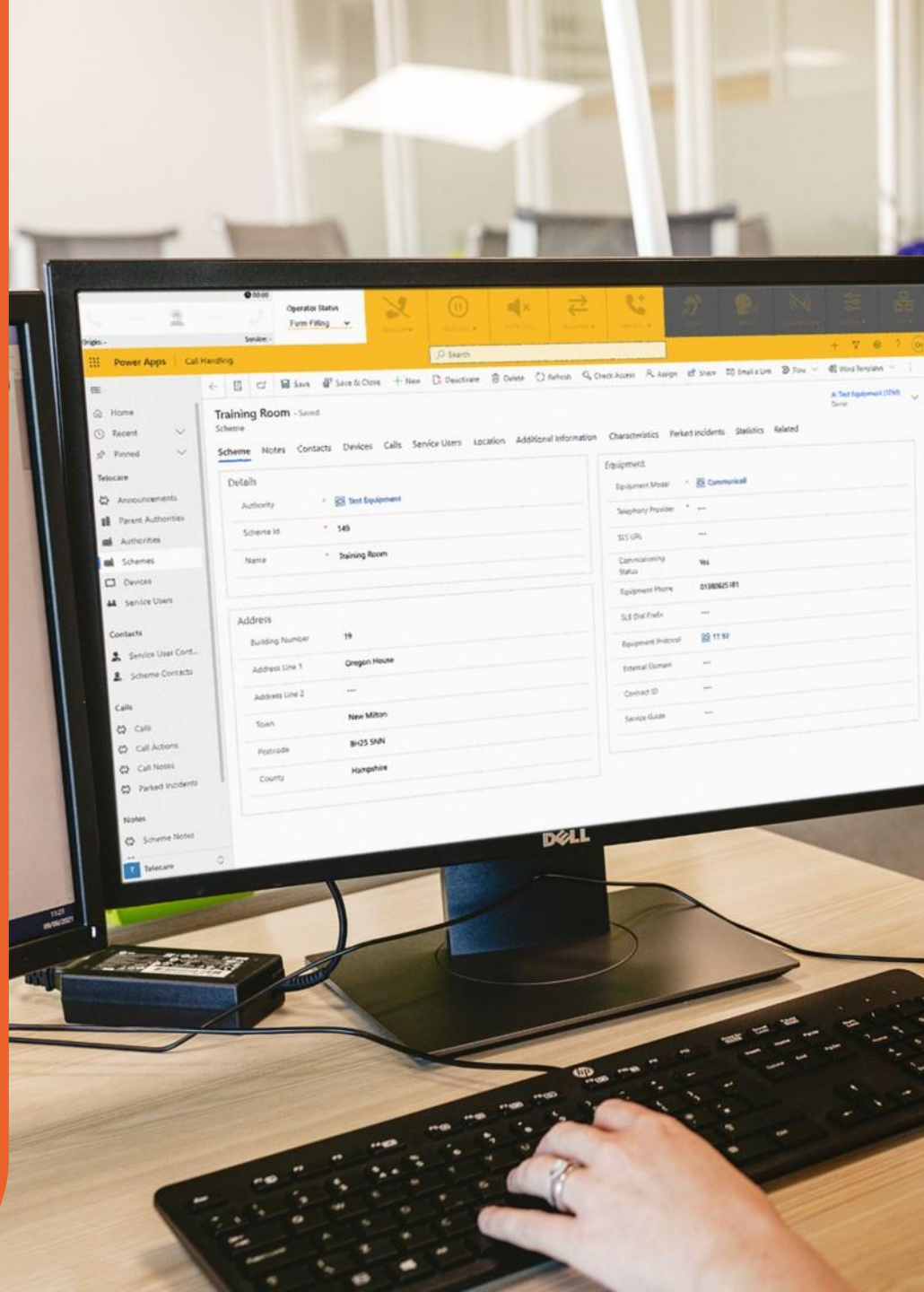
CareNet Evo
Update

- Appello CareNet is already the UK's most extensive digital Telecare monitoring platform

- CareNet Evo will be entirely cloud based, hosted in multi-zone datacentres in AWS London and Microsoft Azure cloud

- Calls routed automatically depending on type, customer, time of day

- Allows customers to offer DR services to other CareNet users

- Tenanted data by default, allowing customers to easily access their data, even if they decide not to handle their own calls
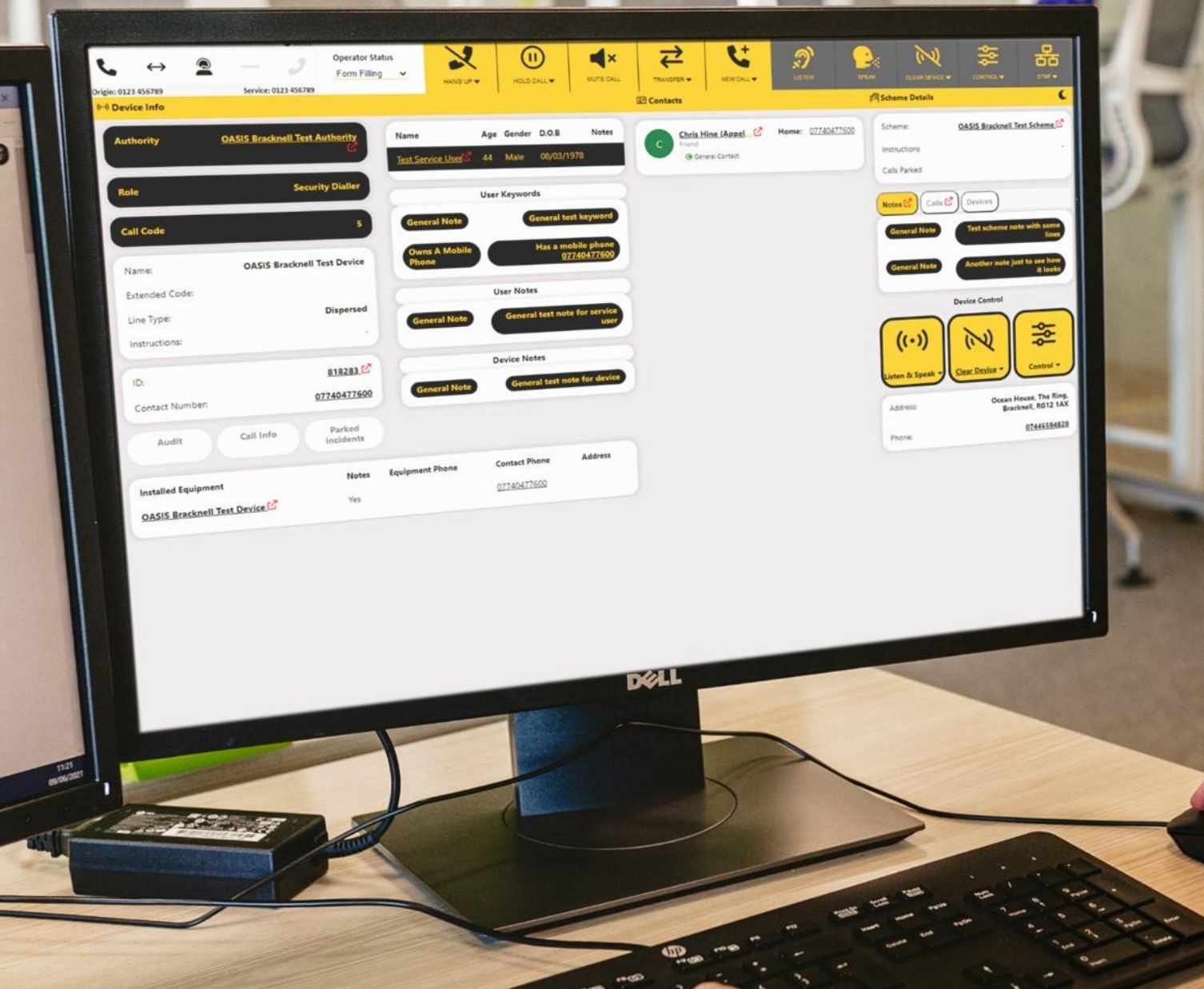
- Intuitive human-centred design
- This interface allows operators to focus on taking calls and helping residents, rather than focussing on how to use the system
- Simple clear interface everything a call handler needs on one page
- Specially designed around telecare call journey with careful placement of fields to draw attention to the most important pieces of information and deliver a seamless call experience

Operator Status

Available

Origin: +01344308366   Service: -

HANG UP ▾

HOLD CALL ▾

MUTE CALL

TRANSFER ▾

NEW CALL ▾

LISTEN

SPEAK

CLEAR DEVICE ▾

CONTROL ▾

DTMF ▾

SBR 🏠   Call   Email

((•)) Device Info

Authority	Test Equipment ⬈

Role	Communal

Call Code

Name: 501

Extended Code:

Line Type: Grouped

Instructions: -

ID: 501 ⬈

Contact Number:

Audit	Call Info	Parked incidents

Name	Age	Gender	D.O.B	Notes

User Keywords

User Notes

Device Notes

🖼 Contacts

Shane Blackley ⬈   Mobile: 07850708524
Ⓒ General Contact

Emergency Service... ⬈   Mobile: 07513130999
Ⓒ General Contact

🖼 Scheme Details

Scheme:	Training Room ⬈

Instructions   -

Calls Parked

Notes ⬈   Calls ⬈   Devices

Door Entry	ELEC Press clear 1966# & Call

!! Fire Eng onsite UFN !!	9/4/19 3pm

Wall Safe	In main entrance by big blue dolphin statue - remote access via carelineMaster key has a yellow rubber duck attached to it, can't miss it.

!! Be Aware !!	Second test to see if I can do it all by myself!

!! Fire Eng onsite UFN !!	Oh ecky thump this is hard for a thicky like me!

!! Engineer Onsite UFN !!	Fire testing beginning at 23:55 today and will wake us all up!

Appello CareNet
Preventative Activity

AppelloSBR (Single Best Record) is a secure, but easily accessed, gateway into the personal information monitoring teams hold on residents, service usage and insights.

AppelloiO is an bolt-on to AppelloSBR. It enables the integration of data from 3rd party devices to adds another layer of information and insight to your view of a customer.

ARC Platform Webinar:
The foundation to end to end Digital TEC

Service User

| Telecare | Telehealth | Activity Monitoring | Smart Tracking | Weight Management | Private Healthcare |

Care Net | SBR | iO

Service User | Family | Care Network