Tunstall

TEC ARC Platform Webinar

TUNSTALL HEALTHCARE (UK) LTD

HAYDEN PICKUP
SOFTWARE PLATFORM MANAGER

Our vision

A world where people have the freedom to live life to the full in a place of their choice.

Our mission

To provide technology-based solutions and services to streamline our customers' ability to deliver new, more efficient and effective models for care and health management in the community setting.

Our values

- Customer focus
- Collaboration
- Accountability
- Innovation

PNC IP – Tried, Trusted, Tested

TRANSFORMATIONAL

Improves workforce effectiveness	●
Delivers process efficiency	●
Supports high service quality	●
Identifies issues / improvements	●
Effective budget planning	●
Access to information anytime, anywhere	●

PROVEN

Robust (rigorously tested)	●
Reliable (uptime)	●
Stable	●
Excellent customer support	●
User-friendly	●
High quality (standards-compliant)	●
Built around ARC customer needs	●
Retained UI (Less training req.)	●

FUTURE READY

IP-enabled	●
Cloud hosted	●
Scalable	●
Cybersecure	●
Modular	●
Data capture	●
Supports flexible working	●
Supports personalised care	●
Data analytics	●

● TUNSTALL PNC IP CORE STRENGTH ● TUNSTALL PNC IP CAN FACILITATE

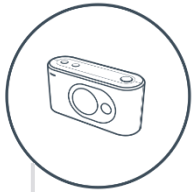
IP deployments

INCREASING IP CAPABILITY

SaaS

- Delivering PNC via SaaS to customers for +5 years
- Supporting 220,000+ connections

2018



IP-Enabled

- PNC IP launched
- Lifeline Digital launched
- CENELEC SCAIP in active use

2023

Future Proof

- Migration of *existing* customers onto new higher capacity platform
- Onboarding of *new* PNC IP customers to SaaS platform
- CENELEC SCAIP
- NOW-IP
- VoIP

H1 2024

BUILDING ON A STRONG FOUNDATION

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SAFE | SECURE | SCALABLE

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SAFE | SECURE | SCALABLE

CONNECTION

CENELEC SCAIP and NOW-IP

SaaS – 100% mirrored UK Datacentres

Ethernet, GSM - Switchover, fall-back

VoIP

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SAFE | SECURE | SCALABLE

DATA

TLS encrypted	Cyber Essentials
ISO 27001	Data security and protection toolkit
ISO 2000	Penetration tested

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SAFE | SECURE | SCALABLE

Low set-up and infrastructure costs	Performance and uptime SLAs
Accessible from anywhere	Automatic, frequent updates
Business continuity	Cost advantages

How we deliver

1 PROJECT REQUEST › 2 PROJECT INITIATION › 3 DEPLOYMENT › 4 GO LIVE › 5 PROJECT CLOSURE

> It's been so easy working with Tunstall. The whole team is really hands on and always there when we need them. This is life critical equipment so it's vital that we work with a brand and people that we trust, and their support means I can sleep at night.

Jo Alty
Careline Manager
Sefton Careline

Sefton Council

Robin Hepples
Digital & Technology Coordinator
Reach & Respond

Beyond Housing™

> Tunstall has been such an important part of our journey and will continue to be moving forward as we work together to create a better future for the people we support.

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Thank you