



# A cloud hosted, digital call handling platform

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Webinar: The  
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end to end  
Digital TEC

## Appello Snapshot

### Leader in digital TEC

- Appello was created as the telecare monitoring division of a large property management company over 30 years ago and was established as a standalone business in 2014.
- We are the market leader in two important Technology Enabled Care Services (TECS) markets:
  - We run the UK's largest telecare monitoring centre and have the most advanced call handling platform in the industry.
  - We support c250k connections (nearly 80k more than the next largest) and consistently achieve industry leading performance.
- A digital Technology Enabled Care (TEC) call handling platform with an analogue gateway.



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

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## Appello CareNet

A proven digital platform

- CareNet is compatible with digital and analogue protocols from telecare equipment.
- Delivered from an enterprise grade data centre
- Supports industry standard **NOWIP (BS8521-2)** for the handling of digital protocol grouped alarm calls, using VOIP for speech.
- Supports industry standard **SCAIP (EN50134-9)** for the handling of digital protocol dispersed alarm calls, using VoIP for speech.
- VoIP speech delivery to operators – no special telephony requirements
- Remote observe support for home workers
- Across both protocols CareNet has managed an unprecedented 2 millions digital calls from digital protocols.

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## Appello CareNet

### Digital Dispersed Alarms

- SmartAlert, digital dispersed alarm utilising SCAIP developed in partnership with Essence.

Integration has also be successfully completed with providers including:

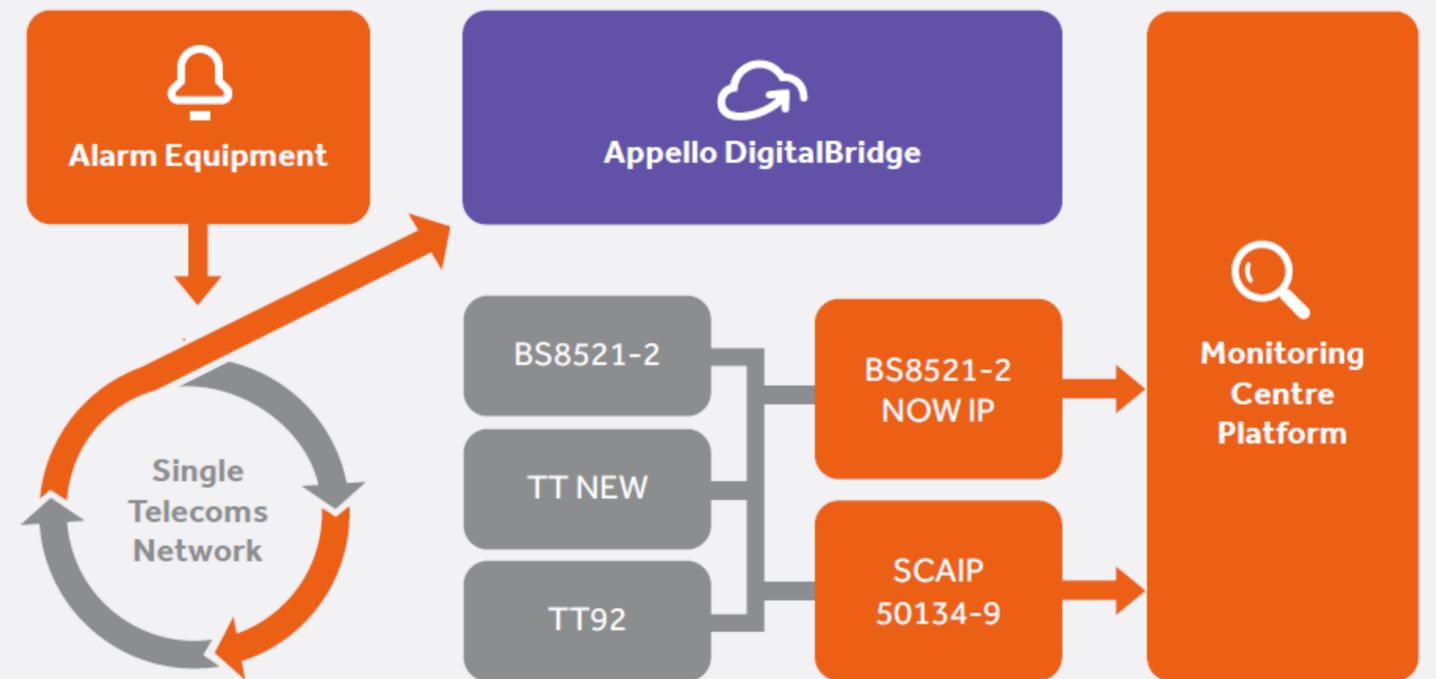
- Le Grand – Tynetec
- Doro
- TeleAlarm
- Alcuris
- Chiptech
- Essence
- CSL Dualcom
- Oysta

## Appello CareNet

### Transitioning to digital with Appello DigitalBridge

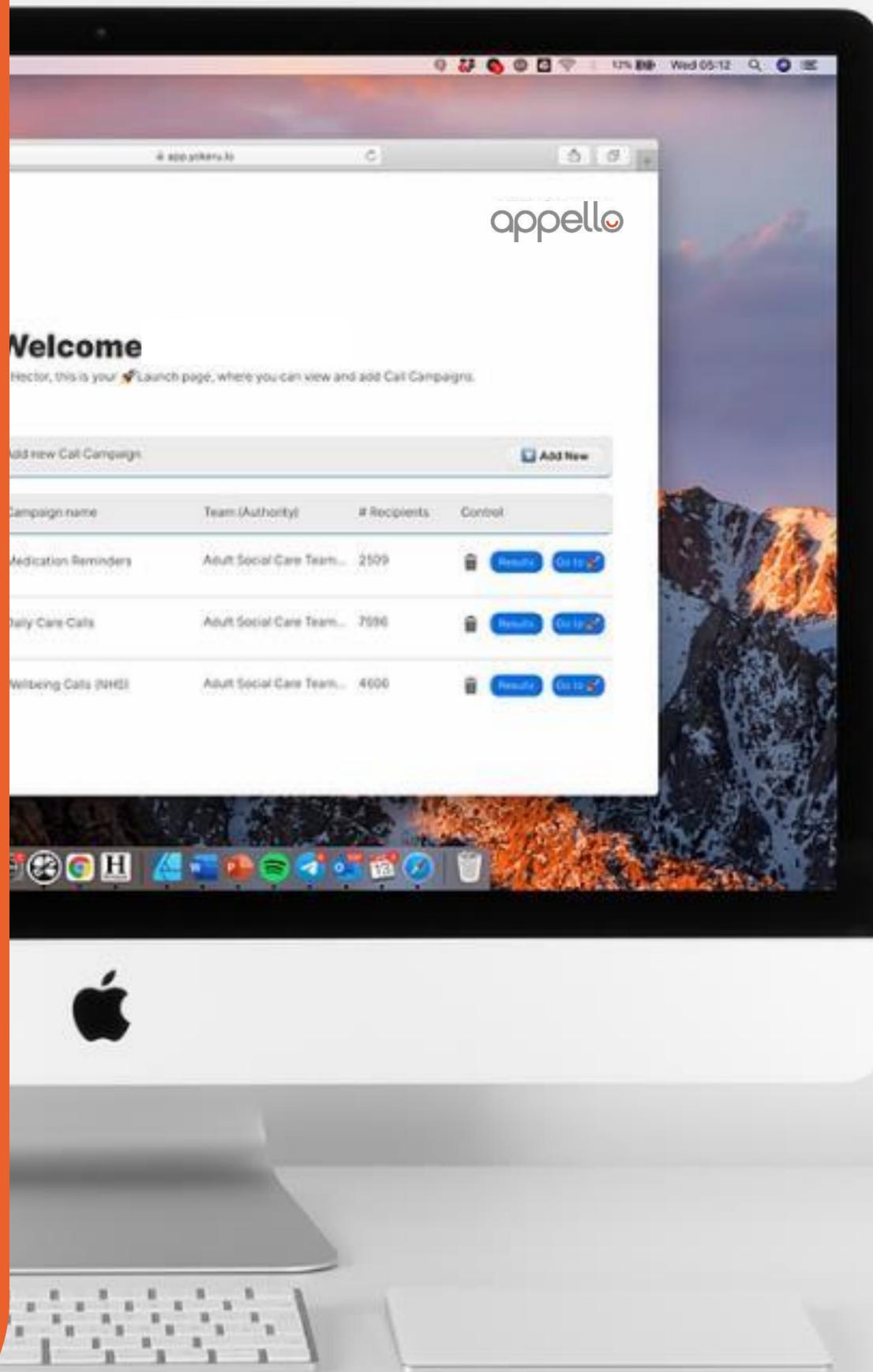
- There are two streams to migration.
  1. Planning, implementation and onboarding, which we have extensive experience in, having undertaken some of the largest platform onboards in the UK.
  2. The migration to digital on your platform.
- Appello DigitalBridge enables you to move you analogue equipment to digital protocols without the need for updates to field equipment.
- By converting analogue protocols to digital in the cloud, your estate to communicate with CareNet, mitigating the risks of first time call failures due to the network upgrades.

### DigitalBridge explained



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## Appello CareNet Proactive Calling

- CareNet has been providing proactive outreach calling for many years.
- As a result of COVID we brought forward our development of this functionality.
- This feature now offers customisable escalation paths and advanced outcome reporting, with gap analysis.
- Call patterns, timings, escalation and messages can all be customised based on the specific use case.

## Appello CareNet Preventative Activity



### MOTION DETECTION & ALERTING, ACTIVITY, TEMPERATURE & DEVICE USAGE

Sensors and smart plugs are placed throughout the home to take data to a portal for trend analysis and alerting:

- Movement sensors
- Temperature sensors
- Visitor card register
  - Door activity
- Medication monitoring
  - Alerts can be set for independent parameters that have been breached to go through to Appello Careline or a nominated person.



### SMART DEVICES TO PROVIDE COMFORT AT THE TOUCH OF A BUTTON

#### Lighting:

- Turn on lights when you open doors
- Trigger lights automatically when you enter a room

#### Smart sockets:

- Remote control appliances plugged in to smart sockets
- Automatically open/close curtains & blinds

#### Heating:

- Remotely adjust the temperature



### WANDERING WATCHES

Appello supply a range of watches to suit different customers. The watches can be monitored by Appello Careline and include the following functions:

- Audible – tells time and reads notifications and reminders (such as a reminder to drink water or take medicine)
- SOS Alert button with GPS location tracking
- Telephone calls to carers & contacts
  - Movement zones and Danger zones for day and night.
    - Pedometer



### TELEHEALTH

Full range of medical grade devices to enable care providers to improve efficiency and patient support via remote wellbeing checks to drive hospital avoidance and create faster reablement

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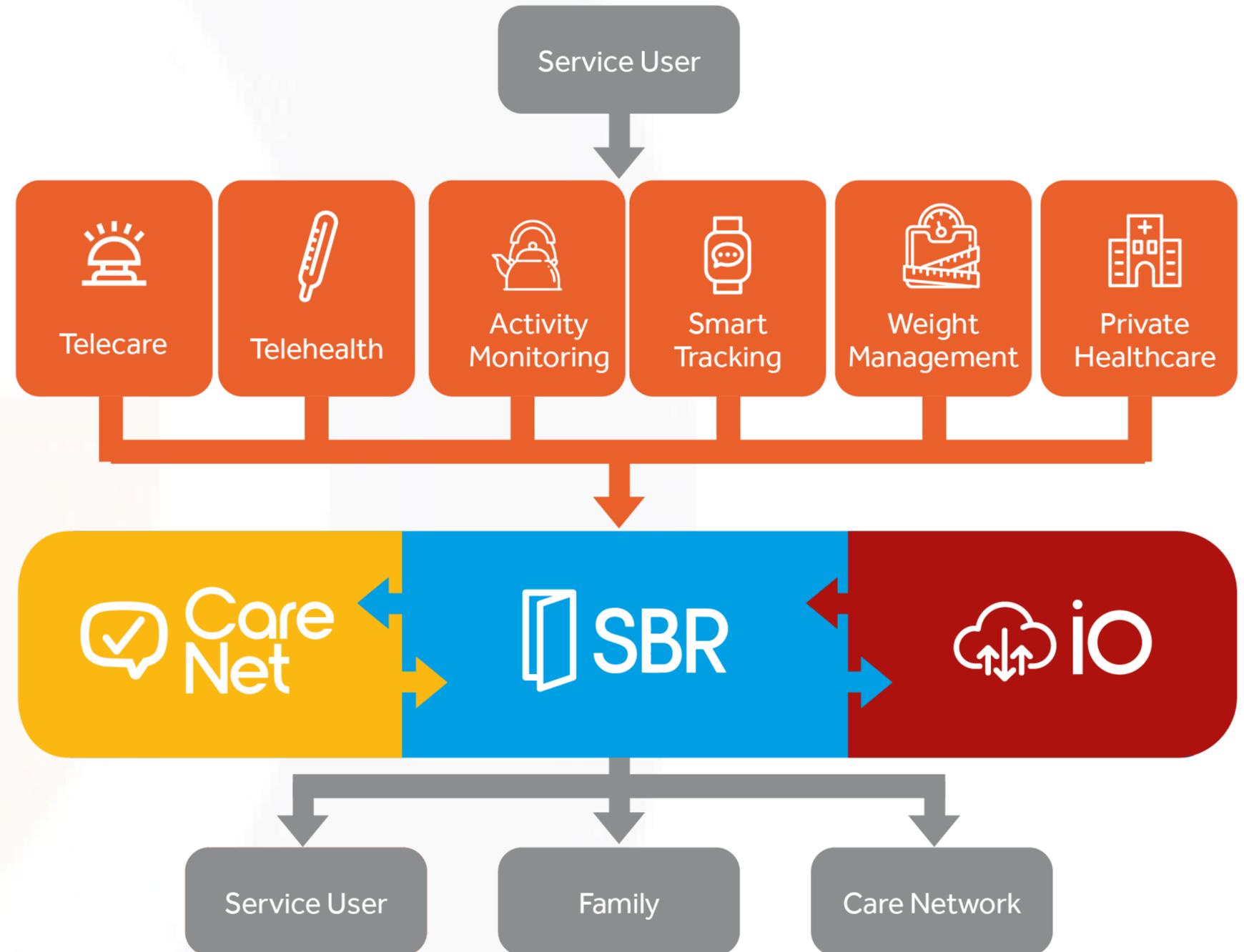
## Appello CareNet Preventative Activity

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

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**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.



“With nothing but an amazing empty office space the aim was to build a new team to deliver an in-house Careline offering. Through the pandemic, recruitment had its challenges, as did the induction and training of the team.

Fast forward a year and we have now handled over 30,000 owner calls in 5 months, responding to 90% of these in under 10 seconds. The team are amazing and I cannot believe how we have assembled such a dedicated bunch during difficult times. A huge thank you to everyone who has supported us in this journey, in particular Tim Barclay (Appello, CEO) and his team at Appello.”

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Millstream  
Management



**We would love to discuss  
your ambitions for your  
customers.**

**Get in touch...**

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