The Digital Transition

Strategies for Success

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TEC Provider with over two decades of experience.

Led the Australasia A2D switchover.

Leading the UK A2D switchover.

Renowned for service, safety and ease of use.

UK digital market leader >200,000 live devices.

Operational on all TEC digital platforms.

The Risks of Analogue

Analogue-based Telecare uses Dial Tones through a copper wire network to connect to the Alarm Receiving Centre.

These alarms were made up of tones and gaps and recognised at the ARC.

Analogue will end in Jan 2027 – All lines will be digital.

Analogue dial tones can be misinterpreted through a digital network.

Tones are easier to translate. However, where does one tone start and the other end?

The gaps between tones can be mistranslated and distort the alarm, causing a failed call as the ARC does not recognise the alarm.

No power in digital line	Router required Not governed complications No battery backup	Mistranslation of tones Failed Calls

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The TSA have been campaigning since 2017

2 million people rely on Telecare
700k device are now digital

1.3 million remain
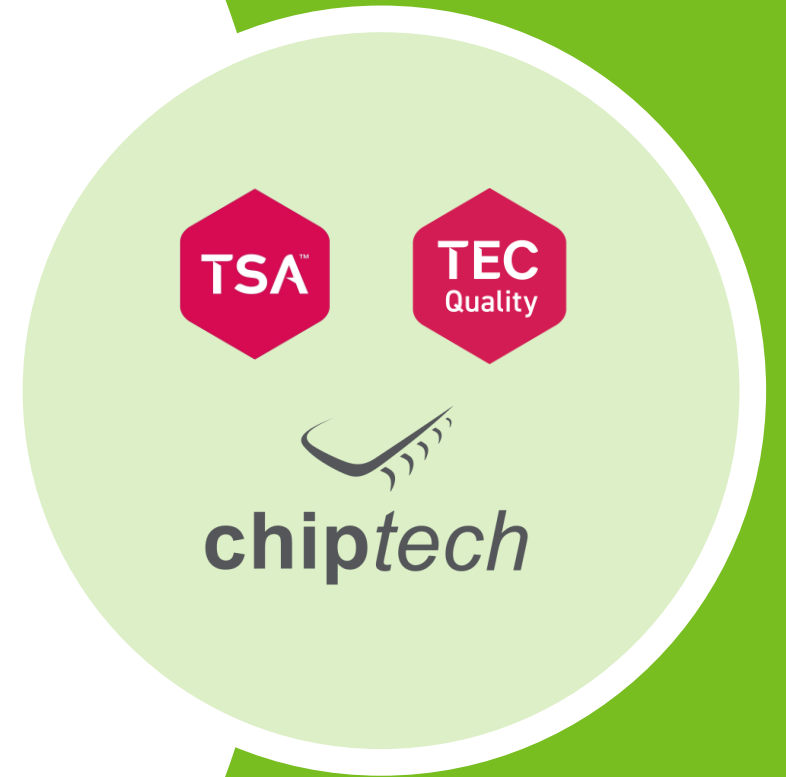## 2653 devices per working day

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Case Studies

- With 600k devices now deployed, the industry is maturing.

- We have seen rapid deployment with projects such as:
  - Medequip Derbyshire at 3,000 device upgrades in 3 months.
  - Taking Care is leading the way with over 70,000 digital devices and best-in-class service.
  - Targeted upgrade with Digital Care Package with Care Call Stockport with VMO2.

- The TSA, VMo2, BT and other CPs, along with Digital Telecare Providers (Chiptech), want to engage and help with your transition.

- Our message is one of haste. Please don't delay.
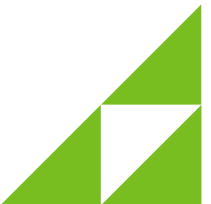
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Strategies for Success

- VMo2, along with the TSA, led the Stockport work, identifying vulnerable persons through data sharing. Joint visits were then carried out to upgrade lines and the care package to digital.

- Some Chiptech customers use 'Voice Guided Installation,' in which NOK can install a fully governed pre-programmed Dual SIM digital unit.

- Chiptech provides over 4,000 Voice Guided Systems monthly and a further 4,000 for complex installation / advanced telecare.

- Pre-programming will help you. 15 minutes per install can be saved. 3,000 units = 94 working days saved.

- Use Dual Path devices for redundancy.

- Work with the TSA for TEC-Quality, interoperability and guidance. Protect your investment.

TSA

TEC Quality

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