

The background of the slide is a blurred image of a call center with several employees wearing headsets. The entire image is overlaid with a semi-transparent orange circular graphic. The Appello logo is centered in white text.

appello

DIGITAL TECHNOLOGY-ENABLED CARE SERVICES AS AN
ENABLER FOR TRANSFORMATIONAL CHANGE



**Historic Telecare and Technology-Enabled
Care Services serve a purpose, but are only
the foothills of the improvements in quality of
life and future wellbeing that are possible...**

Appello Snapshot



Over 30 years experience

Market leader in two important Technology Enabled Care Services (TECS) markets:

- We run the UK's largest digital telecare monitoring centre and have the most advanced call handling platform in the industry
- We are the market leader in Digital Emergency Call Systems (ECS) and have developed a service, Smart Living Solutions (SLS) which provides elderly and vulnerable residents with material improvements in safety, security and wellbeing





To help move TECS on from *'you have it, or you don't'*, we have developed a range of solutions which build a continuum that can adapt progressively as end-customer needs change....



THEN



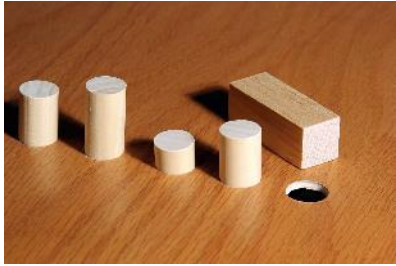
NOW

Smart Living Solutions **transform** the Emergency Call System experience



Benefits of Appello Smart Living Solutions

Future-proofed and Secure



Digital telecare removes the risks associated with upgrades to the UK telecoms network

Aesthetics and Usability



The appearance of the technology is modern, discreet and removes stigmas associated with supported living devices

Speed



Connection speed has been reduced from 1m40s to just 3s

Data, Analysis and Insight



Rich data is readily available, supporting organisations to make better informed decisions about care and resources.

Social Engagement



Integrated video supports a community environment and helps tackle loneliness and social isolation

Opportunities



Digital enables other solutions to be integrated such as smart home and healthcare technology, creating a single package of support and care.

Smart Living Solutions is really appreciated by end-customers and housing providers

“The new system is state of the art and will propel our Court well into the 21st Century whilst providing reassurance, care and safety to residents.”

Mr Rod Hoggett, Resident

81% of residents strongly agree or agree that communicating with staff via video is less obtrusive.

“It’s very handy to be able to connect with any flat without having to actually walk – especially at night or when not feeling well.”

Carol Terry, Resident

9 out of 10 residents feel safer being able to see who is entering the property.

“The system is excellent, and provides a very fast response”

Mr John Krevci, Resident

1 in 2 residents feel their wellbeing has improved as a result of Smart Living Solutions

A FEW WAYS

SMART LIVING SOLUTIONS

HAS BEEN SUPPORTING CUSTOMERS DURING CORONAVIRUS

192%

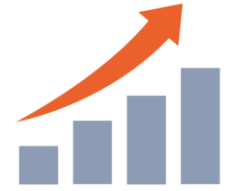


INCREASE IN VIDEO CALLING

from February 2020 to March 2020 amongst some customers

ACROSS ALL CUSTOMERS WE HAVE SEEN AN AVERAGE

164% INCREASE



130

& GROWING. THE NUMBER OF HOUSING MANAGERS WHO HAVE BEEN ABLE TO MAINTAIN COMMUNICATION

with residents whilst working from home by using the AppelloApp



5 NUMBER OF HOUSING PROVIDERS TO IMPLEMENT APPELLOSBR
during coronavirus outbreak to support home working



221x

INCREASE IN CALLS VIA THE APPELLOAPP
between w/c9th – w/c30th March



VIDEO BINGO

just one of the creative ways developments are using video calling during self-isolation

10,000+

RESIDENTS BENEFITTING
from digital Smart Living Solutions during Coronavirus

Appello Smart Living Solutions is a platform for a proactive wellbeing/living experience



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



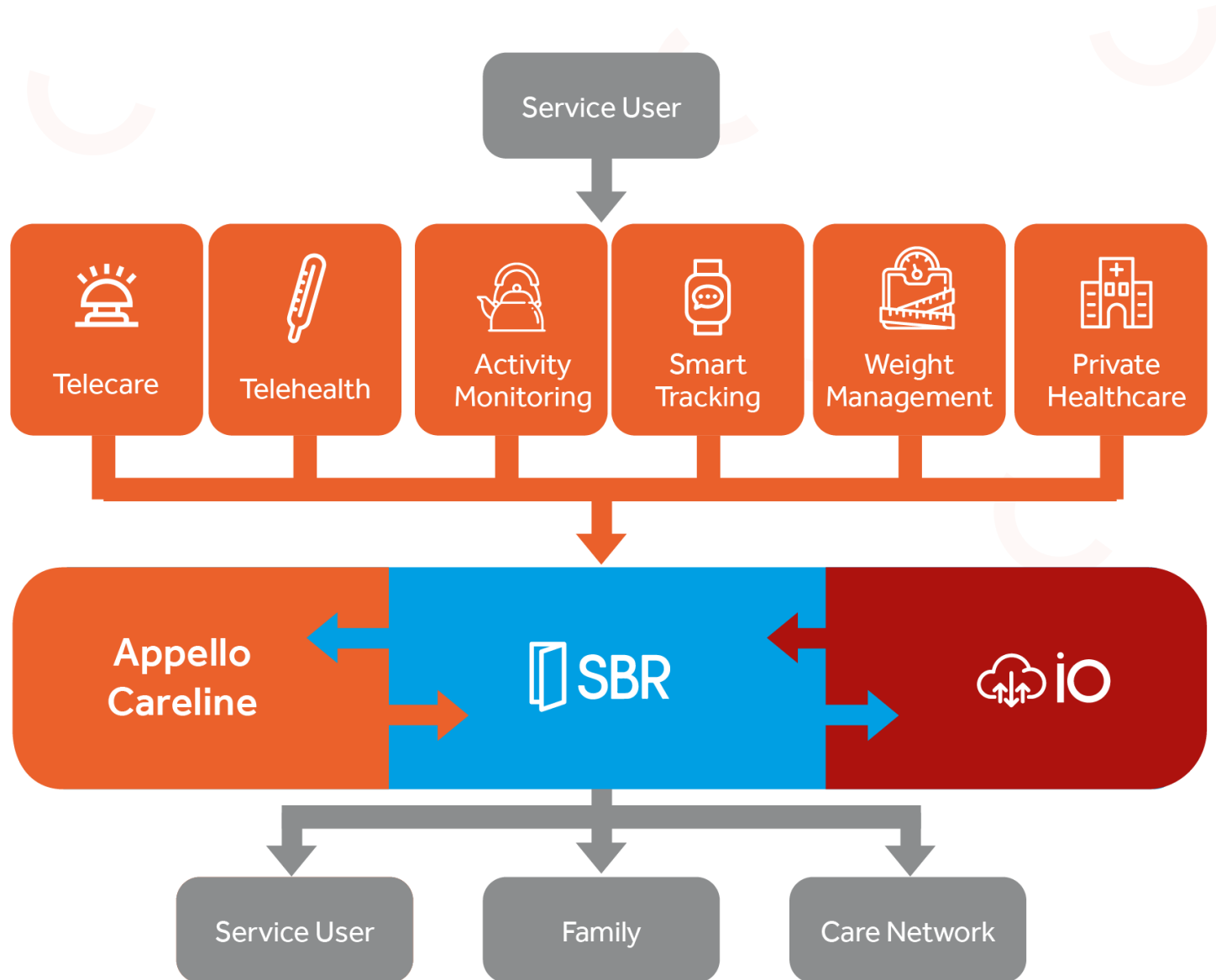
TELEHEALTH

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



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.



We'd love to discuss your
ambitions for your
customers further,
please get in touch.....

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