Jontek - IP ARC Platform

2021

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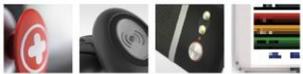
Who are Jontek?

- Established for over 30 years

- Customers with as few as 1,000 Service Users and as many as 70,000 Service User which included Local Authorities, Housing Associations and Private organisations

- UK based company

- In-house development focussed primarily on the UK Market needs

- In-house office and field-based support staff

- Dedicated sales and sales support resource

- Acquired by Legrand in May 2016 and became part of Legrand's Assisted Living & Healthcare Business Unit also comprising of Tynetec and Aid Call

- Jontek have developed a platform to allow the monitoring of both Analogue and Open IP Protocol Dispersed Alarms and Open IP Protocol Schemes

- Market leader in Digitally enabled ARC's in the UK

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Protocols and Standards

- The Jontek platform is equipment agnostic

- A single platform designed to monitor both Analogue and IP Alarms using both ISDN30 and SIP

- Once the ARC has churned all Analogue Alarms to IP Alarms, reliance on ISDN30 can be removed and ARC can operate 100% on SIP

- The Open IP Protocols in use and supported by the Jontek platform are:
  - BS8521-2:2020 also known as the NowIP protocol
  - TS50134-9:2018 based on SCAIP

Our aim is to ensure 100% of Jontek ARC's are upgraded by the end of 2023.

ANSWERLINK
Digital Monitoring Platform

Cloud Management Portal

REACH IP
Digital Alarm Unit

Assisted Living ECO SYSTEM

Secure Connectivity

VPN

Private APN

Digital GSM Connectivity

APPS
Mobile Connectivity

NEXT GENERATION TECS
Bi-directional Peripherals
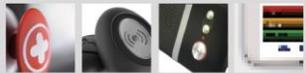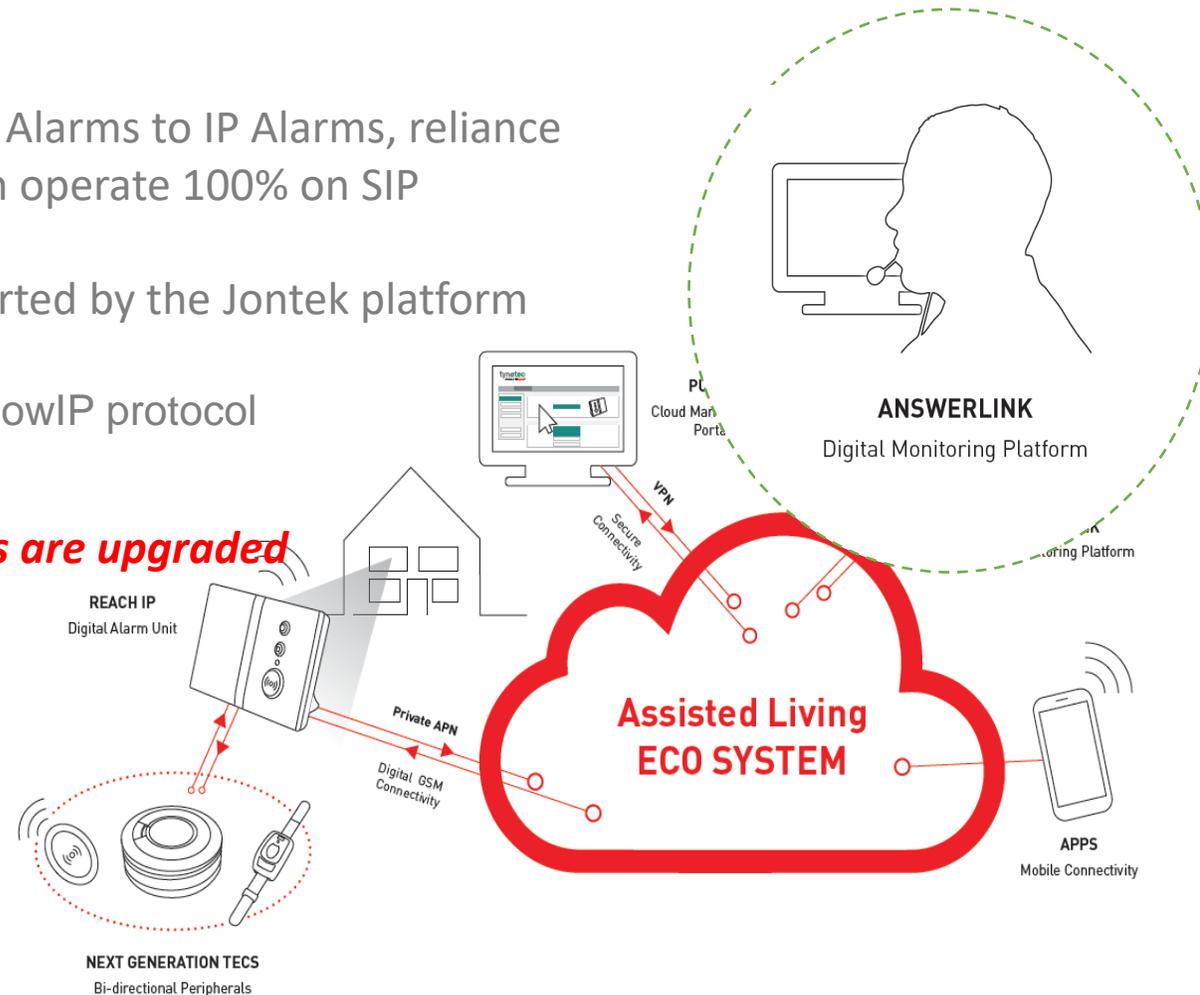
Environments

- The platform can be installed in an environment to suit the customer needs such as:

    - **On-Premise:** All servers and infrastructure are installed at a dedicated Main Site and a dedicated DR Site. Usually, the DR Site has a reduced Call Handling capacity

    - **Hosted in the Customers Data Centres:** All servers and infrastructure are installed and hosted in the customers own Primary and Secondary Data Centres with 100% Call Handling capacity from either site.

    - **SaaS:** The Primary and Secondary nodes are hosted in separate fully managed ISO27001 Data Centres with annual independent Penetration Testing. It is also possible and if preferred that only the Primary is hosted in our SaaS infrastructure and DR is managed and monitored by a 3rd Party ARC

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Software Assurance and Modules

- Software Assurance is included as standard in the annual support and maintenance agreement. This ensures your ARC is operating on the latest version of the Jontek Platform (including all major releases) and at the forefront of any technological changes and requirements which occur throughout the period of the agreement including the latest TSA code of practice requirements

- The Jontek platform has an inclusive comprehensive set of features as standard including Stock & Asset Management. Additional Modules are also available including:
    - Referrals & Assessment
    - Automated Reassurance & Reminders
    - SMS
    - GPS
    - Incidents
    - Lone Worker
    - Staff Scheduling
    - Telehealth
    - API
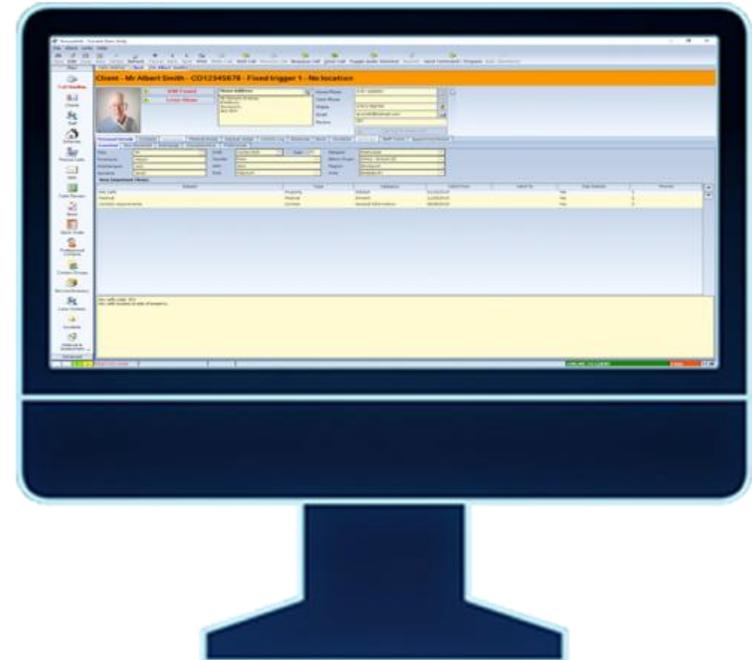
Summary and Wrap up

- Ability to monitor Analogue and IP Alarms from a single platform

- Equipment agnostic and able to support legacy Analogue Alarms and the new IP Alarms using TS50134-9 and BS8521-2 protocols

- Approx. 50% of Jontek ARC's can now monitor IP Alarms

- 100% of Jontek ARC's will be Digitally ready by the end of 2023 (this is in line with BT's stop sell of Analogue Lines including ISDN)

- Continuous development of our platform to ensure it remains at the forefront of any technological changes and requirements

- We have worked tirelessly during the Covid Pandemic to support our customers especially with the need to enable remote working

- Ensured the platform infrastructure meets our customers needs (i.e On-Premise, Hosted in customer DC's, SaaS)

- Roadshows and Roundtables to be scheduled for 2021

- We are available on multiple procurement frameworks
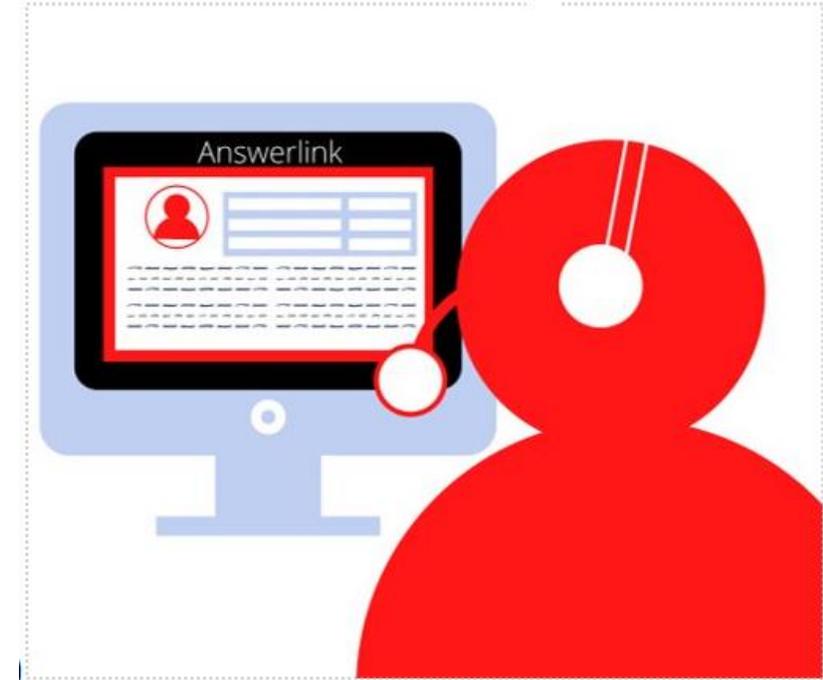
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Thank you for your time and Q & A

For more information visit:

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