TSA ARC WEBINAR 27 FEB 2024
UMO from ENOVATION

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About Enovation

A Platform for Connected Care

Enovation UK is part of the Enovation Group

>40 years experience

>325 employees

13 offices, 18 countries

>2 million healthcare users

>10 billion messages per year

>250,000 health professionals

>500 connected applications & devices

ISO9001, ISO27001 CyberEssentials+ TSA QSF

TEC Quality
Certified Organisation

Approved Supply Partner of
Consortium Procurement
reduce risk, save money, be compliant

Enovation UK continues to grow

o Achieving 20% to 30% growth each year

o Enovation UK now looks after 40 monitoring centre customers…

o …a mix of Local Authorities, Housing Associations and Private Companies

o These customers are monitoring 750,000 people using UMO
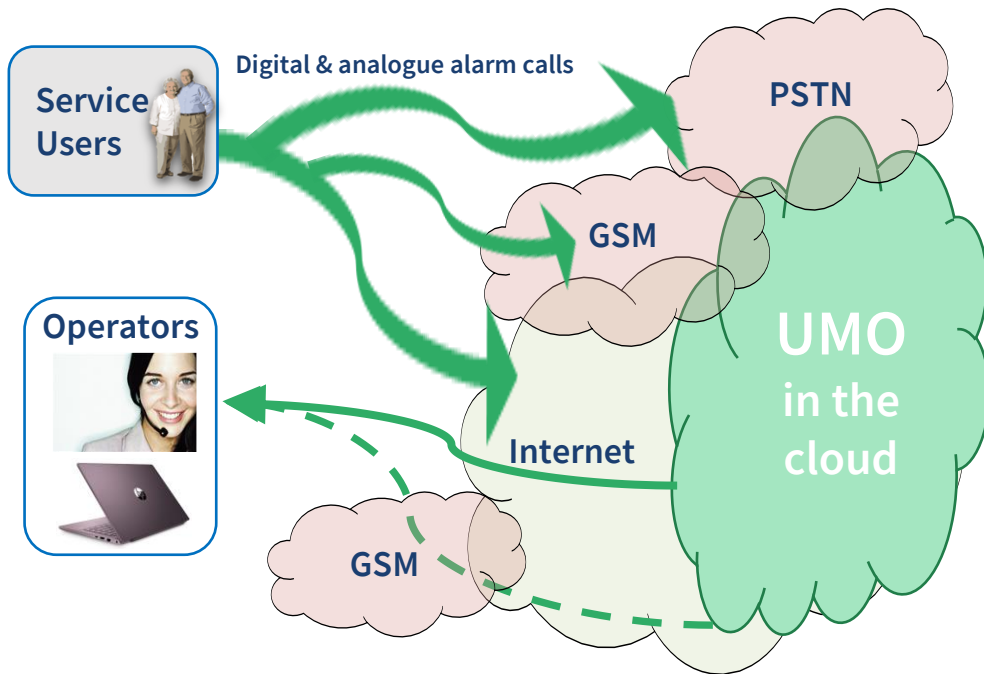
About UMO

Universal **MO**nitoring software

UMO summary

○ Technology Enabled Care monitoring software

○ Monitors both digital & analogue TEC equipment

○ Interoperable with over 200 manufacturers

○ UMO is a fully digital, cloud based platform

UMO in the cloud

Service Users

Digital & analogue alarm calls

PSTN

GSM

Operators

Internet

UMO in the cloud

GSM

- 24/7 managed service
- Future proof SIP telephony
- Highly available
- Highly resilient, built in DR
- Easily scalable
- Multi Factor Authentication

Capabilities of the UMO platform
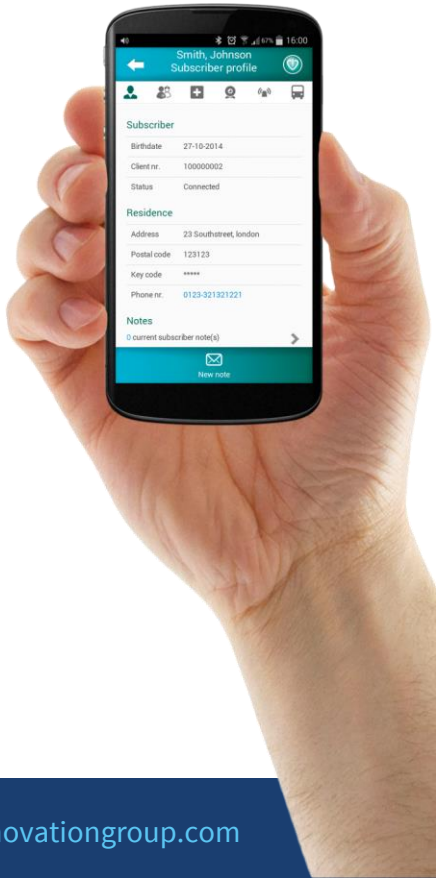
○ UMO Responder App for mobile teams

○ Remote working for operators

○ Lone worker monitoring

○ Call Centre services

○ Integrated audio recording

○ Your customers can manage their own data

UMO is an independent, open platform

○ Part of a wider suite of Enovation software

○ We do not compete with our customers

○ We do not provide TEC equipment

○ We invite all manufacturers to be part of our

   UMO Certified Partner Programme

UMO Certified Partner Programme

Alexa, Help!

voice control

o High-quality, reliable interoperability

o Fixed and mobile alarms

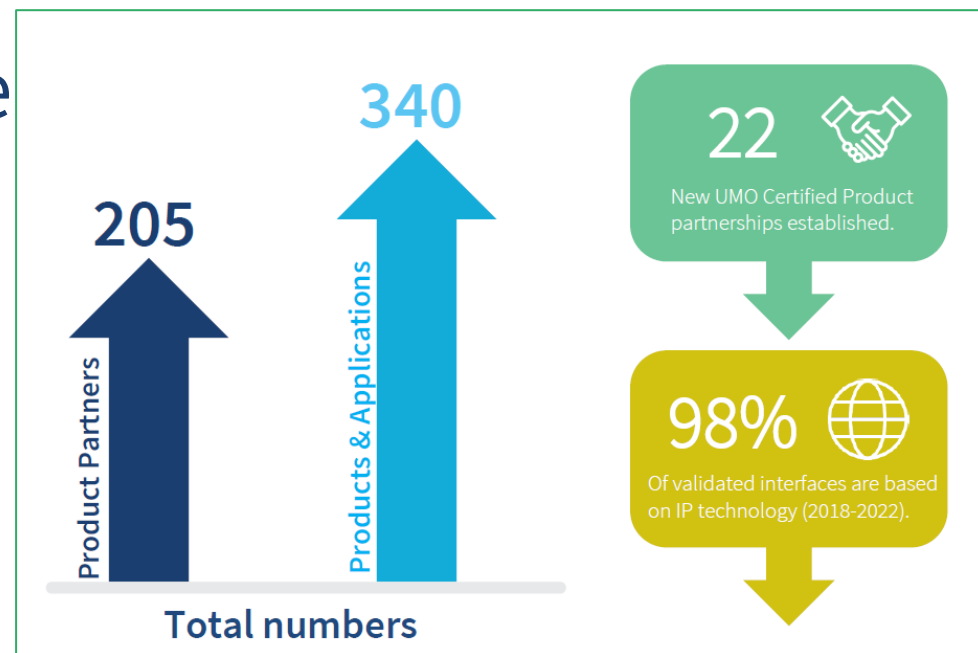o A wide variety of TEC

o Gives you freedom of choice

mhealth

smart sensors, ADL

wearables
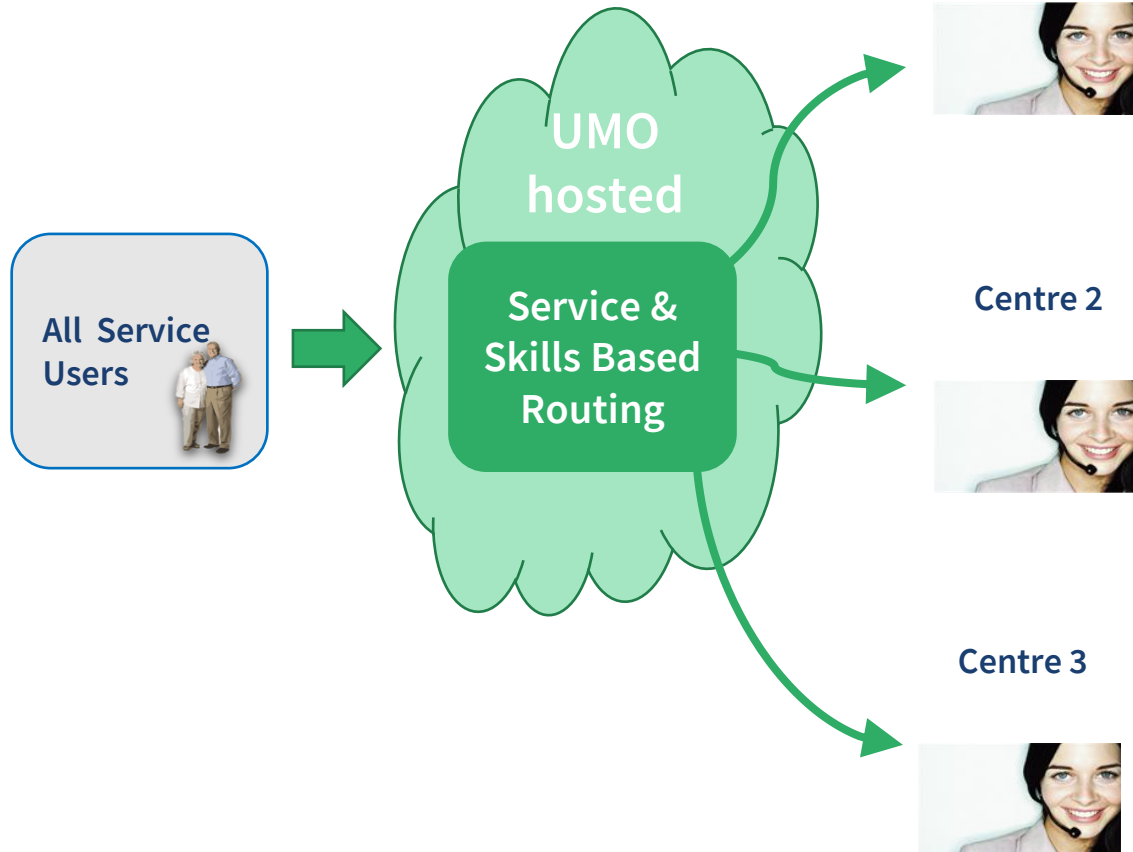
medication monitoring

205
Product Partners

340
Products & Applications

Total numbers

22
New UMO Certified Product partnerships established.

98%
Of validated interfaces are based on IP technology (2018-2022).

Multiple centres can share one UMO to work together

All Service Users

UMO hosted

Service & Skills Based Routing

Centre 1

Centre 2

Centre 3

One database with segregated data, and each centre can:

o take their own calls from any location

o have their own procedures

o answer in their own service name

o support each other with

- Overflows for unanswered calls

- DR situations

- Planned cover (eg training, nights or weekends)

You would need data sharing, service level and commercial agreements in place

Moving to UMO
Project summary

We will manage the project

○ We will develop the project plan

- In full consultation with you during scoping phase and weekly project meetings
- Agree milestones, clearly define responsibilities, identify & mitigate risks

○ Data migration

- Multiple data passes to get the best quality data – your team sign off

○ Testing

- We provide you with access to your own UMO early in the project for testing, data acceptance and training
- We help you test the various protocols and old equipment

We will manage the project - with you

○ Training

- Our experienced team will train your trainers, or train all your staff

- We help you to configure your UMO to suit you

○ Going Live

- Step by step, not a big bang!
- Planned switchover periods through out the project, increasing in duration
- No interruption to your services during the project
- Able to use your current system until an agreed switch off date

Practicalities to consider

○ Plan as early as possible – there will be a queue!

○ Very old warden call equipment – testing important!

○ Access to data from your current platform, any cleansing?

○ Your staff resources

○ Your quality of internet access, with backup methods

○ You can usually keep your alarm telephone numbers ☺

UMO development roadmap
UMO cx

UMO cx : next generation of UMO

Launching end of 2024 for UK customers
Delayed from 2023 due to development work to support Schemes

UMOcx is a contact centre solution, with alarm handling built in.
- Alarms & telephone calls
- SMS, Email, secure email, video conference, webchat
- Automatic presentation to the next available operator (ACD)

With added benefits of:
- APIs to share data between UMOcx and other systems
- Deep integration with the wider Enovation Platform
- Easy transition to UMO cx from UMO

Enovation UMO cx
Multi-channel contact centre platform

Please visit us at the iTEC Conference:

Enovation UMO Stand 58

Enovation Partner Programme Stand 40

Enovation sponsored Networking Zone

enovation®
care to connect

Thank you for listening

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