Interoperability and Cloud
when best

Digital, scalable, cloud Platform for efficient, alarm and event management

Chubb

POWERED BY **APi GROUP**

Also sold in UK under the name
Chubb Cloud Care Control

SKYRESPONSE

Alarm Management Platform born in the cloud

Founded and on AWS in 2012 - first Digital Care Units in 2014

Alarm Handling Platform for ARCs, assisted living and nursing homes

First fully Digital Response Centre in 2016

More than 800 End Customers (municipalities and companies)
- The chosen Platform for Scottish shared ARC

Skyresponse handles +13 million alarms and events per month, without downtime
- 430 000+ alarms per day

In our Ecosystem we have more than 80 different integrations made to Skyresponse via our Alarm API or standard protocols

Interactions with the Platform

Analogue and digital alarm protocols

SIA, HTTPS, SCAIP, TT92, BS8521 etc

Distributed alarm handling to field resources

IoT platforms/ edge computing

Sensor data

IoT platforms/ Open API's

Escalated alarms
Call resources

Information exchange

Open API's

Distributed Admin
Administration and reports

High priority alarms

3rd party service providers

End customer admin
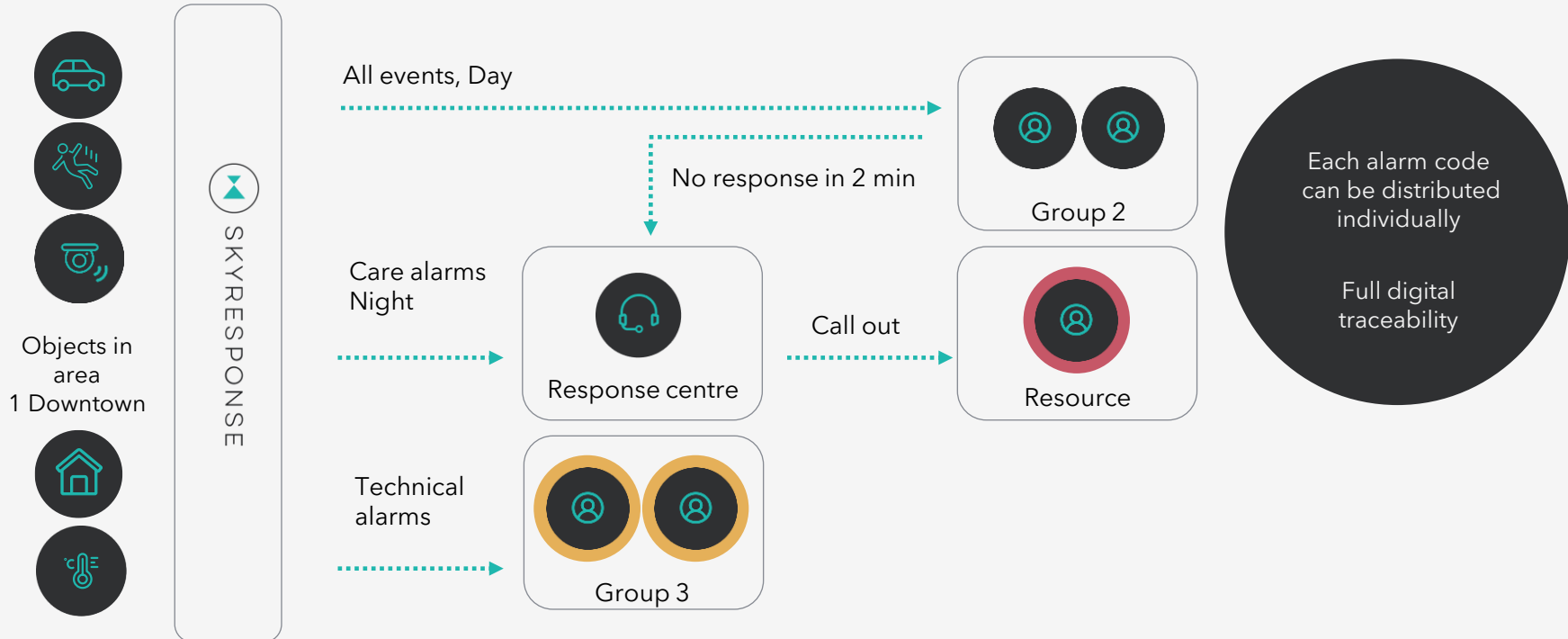
Alarm receiving central

Audit trail
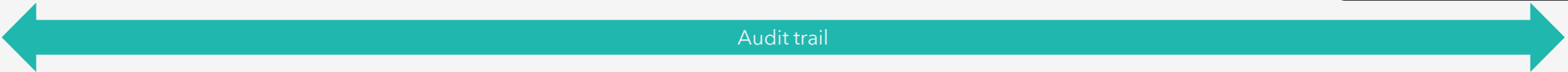
Intelligent distribution of Alarms

Flexibility given through configuration through Skyresponse admin portal.
End customers can be allowed to administrate and handle their own alarm distribution.

Objects in area
1 Downtown

SKYRESPONSE

All events, Day

No response in 2 min

Group 2

Care alarms
Night

Response centre

Call out

Resource

Technical
alarms

Group 3

Each alarm code
can be distributed
individually

Full digital
traceability

Skyresponse ARC Solution

True Cloud based and open solution with no lock-in

Published, open and 100% free API's to use for our customers

Designed for high availability and resilience and operated within multiple AWS datacentres

Distribute alarm to right receiver in ~0,2s from when alarms are received/decoded

Works from everywhere with fully integrated telephony - all you need is a computer, headset and internet connection
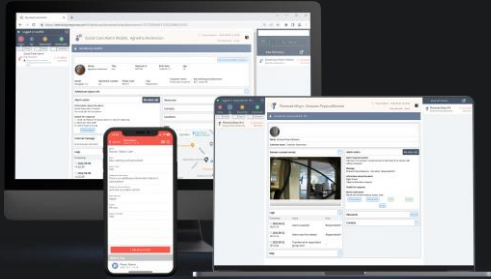
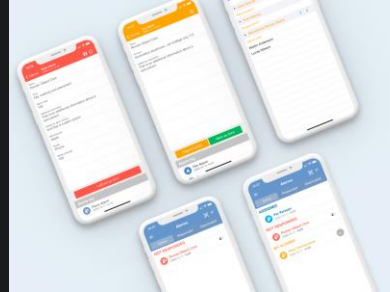Distributed alarm handling – effective cooperation between ARC and field resources

SKYRESPONSE

Skyresponse main ARC tools

Central – Operator interface


Responder Application

Distributed Admin

► Run from a browser – all you need is a computer, internet and headset
► Flexible design that can be adjusted to customer's own process
► Record all actions and calls for a complete audit trail
► Only presenting information needed for that specific alarm
► Less than 1 day of training

► Distributed alarm handling directly within the hands of your smartphone
   • Receive, report and act on activities and alarms
   • ARC can assign actions/alarms to a person on the field
   • Operators can see the position of resources vs Service user in a map
► Creates an auditable trail by logging all data and all info related to actions taken on an alarm
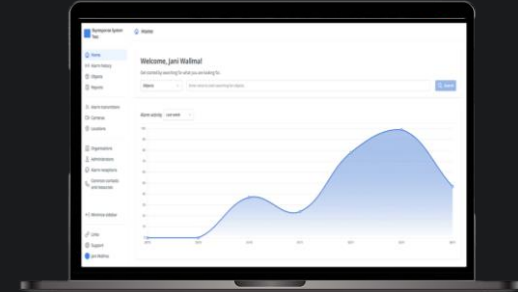
► Full admin portal with multi-level administration for resellers, customers, sub customers and monitoring centres
► Full audit trail on access and modification / changes
► Granular reporting capabilities
► Easy overview and structure of objects and devices
► Real-time changes
► User-friendly interface

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From Digital to Smart Care

▶ Personalized Care gives increased life quality for the elderly
▶ Increased efficiency within the organisation
▶ Decreased system costs – possibility to calculate Return on Investment (ROI)
▶ If workflow is unified - saved time on tools to be used with the elderly instead
▶ Open systems allows you to use the best of breed

From

To
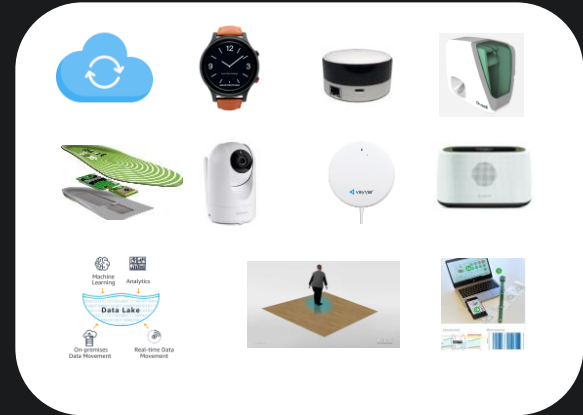
Onboarding

- ▶ A medium size ARC (~10k service users) normally takes 7-8 calendar weeks to onboard
  - Data porting, unique configuration, training, testing analogue alarm devices, re-programming digital devices etc
  - Digital only normally within 2-3 weeks

- ▶ Most time-consuming activity is typically to get the data out from the current platforms and to clean the data

- ▶ Actively supporting new use cases and improved operative processes
  - Integration to federated login / AD integration
  - Integration to Social Care Case management software
  - New type of devices for improved care delivery
  - New service areas like fire/burglary/lift alarms and lone worker alarms

- ▶ Customers can normally achieve significant operational gains when integrations, automations and tools are fully utilized

Customer Status

► Dominating platform in Scandinavia
- More than 30 different integrations to various systems (Social care case management, CRM, Health data systems, etc)

► Used by customer in 8 countries with more than 150,000 service users connected to the same platform
- Both Analogue and Digital
- Open Eco-system with NO lock-in

► Live with 6 ARCs in UK and the chosen platform for the Scottish Shared ARC framework agreement
- Framework agreement signed in November, and we are now live with 3 ARCs using the Shared ARC solution
- More Scottish orders received and 5-6 more to onboard during the spring at the same time we are onboarding customers in rest of UK
- First integrations to AD and Social Case Management SW to start during the spring

Thank you!

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