



The Benefits of Digital

Why Digital Will Be Better for the TECS Sector

Introduction to CSL



- › 20 years Critical Connectivity experience
 - › Partners of all Major Network Operators
 - › Digital Transformation in Fire & Security
 - › Digital Transformation TECs in Nordics
 - › 950,000+ Connections.
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What is happening?



- › Telecoms providers (over 600 in the UK) are upgrading infrastructure to digital
 - › Analogue products are less reliable on digital infrastructure
 - › 1.7m people using analogue devices need to move to digital by 2025
 - › Manufacturers have developed digital devices.
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Digital will be better!



Reliability



Security



Heartbeat



Speed



Digital will be better!



OTA Upgrades



Flexibility



Additional services



Information, information, information...



Reliability



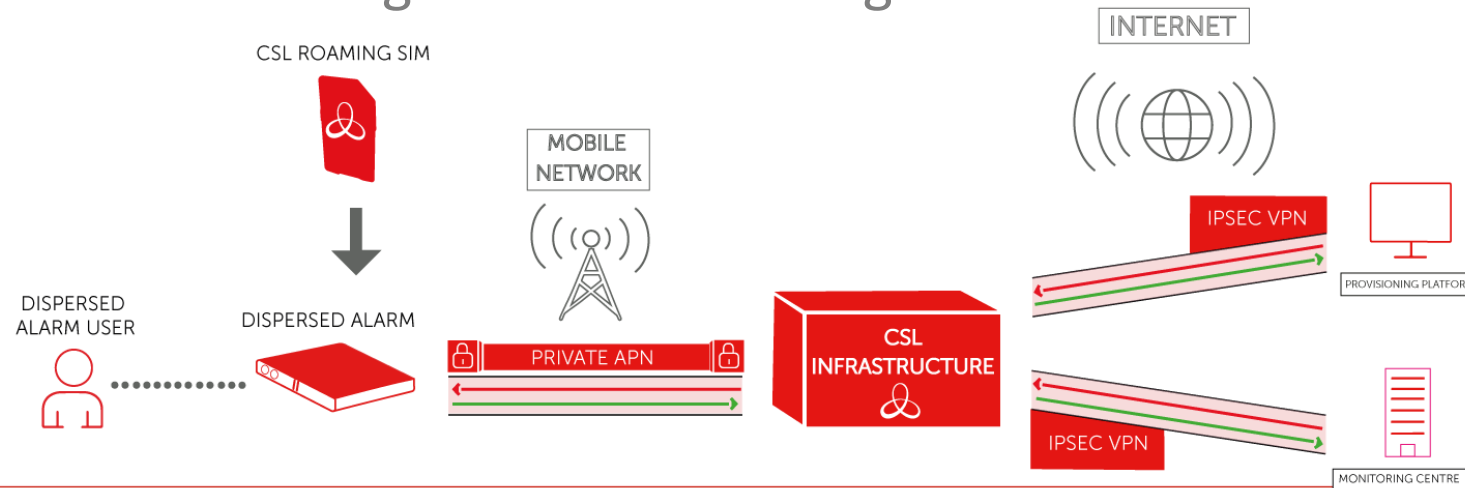
- › Fit for purpose digital devices designed to work in a digital world
- › Roaming Algorithms
- › Dual-path
- › Multiple calls at once.



Security



- › Private APN
- › IPsec VPN Backhaul
- › End-to-end private network
- › IPsec VPNs are free of charge to all Monitoring Centres.



Heartbeat



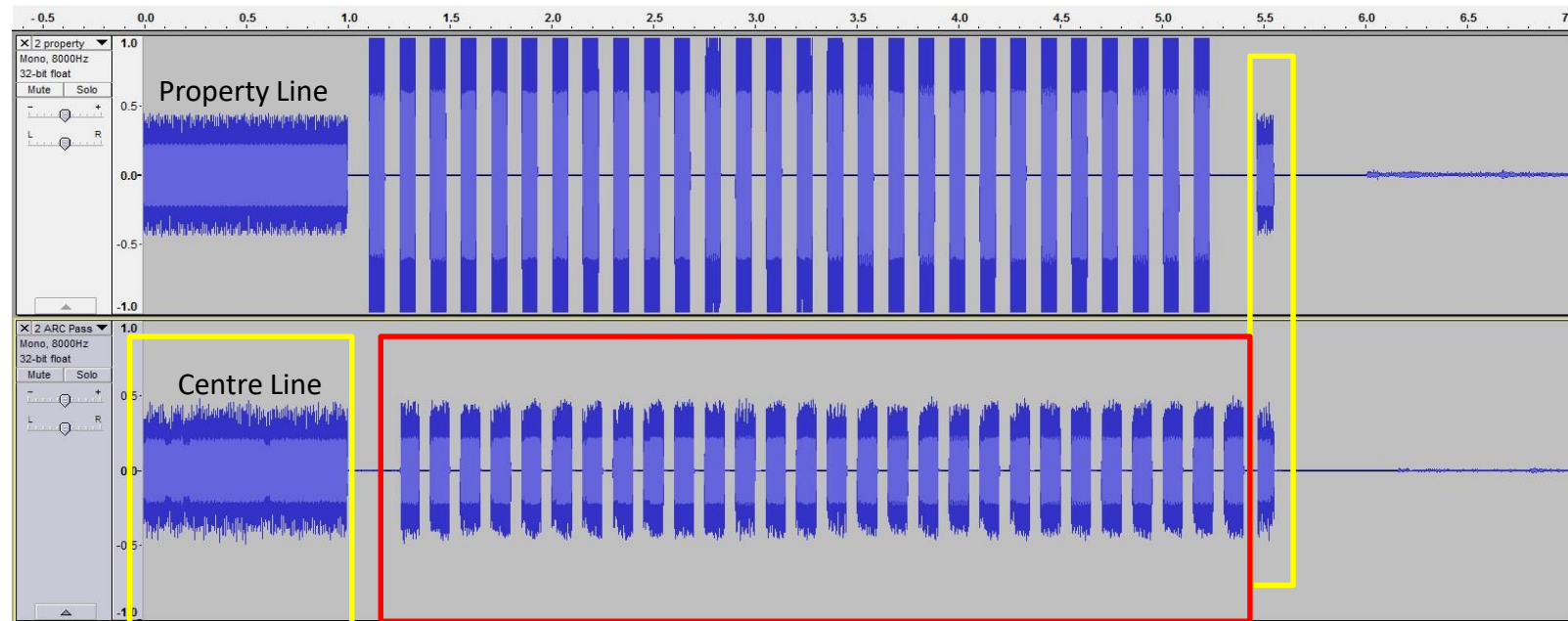
- › At the moment we assume stuff works
- › Heartbeat will increase confidence
- › Can alert when devices aren't working
- › Resolve issues before emergency situation
- › Better service for end user and better protection for vulnerable people.



Speed



Successful Call – BS8521 Protocol



Invite tone

Telecare device information

Acknowledgement tone

Speed



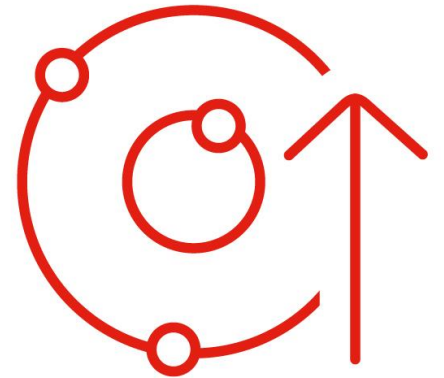
- › Currently a successful call takes ~30 seconds
- › Redial up to 15 times
- › SCAIP calls take <4 seconds to correct
- › Current TSA standards 60 seconds to pick up
- › Huge decrease in wait time for vulnerable end users.



OTA Upgrades



- › Over The Air upgrades will be standard
- › New features as they are developed – no need to buy new devices
- › Batch updates are quick and easy
- › Future proof devices.



Flexibility



- › Remote programming
- › Personalised monitoring packages – changeable as end-user needs change
- › Flexible and faster installation
- › No reliance on infrastructure in the home.



Additional Services



- › Internet connected devices
- › Internet of Things/Smart Home
- › Proactive monitoring
- › Connect 3rd party devices
- › Digital inclusion in Schemes.



Information



- › Intelligent devices
- › Better informed decisions
- › AI and machine learning
- › Better use of resource – e.g. falls service
- › Better reports
- › More information will decrease costs through efficiencies.



Organic upgrade



- › 900,000 Dispersed Alarms
 - › 261 'working days' a year
 - › 01.01.2020 – 690 installs per day
 - › 01.01.2022 – 1,149 installs per day
 - › 01.01.2024 – 3,448 installs per day
 - › Digital-ready alarms mean we don't have to wait for the monitoring centre.
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Summary



- › Analogue to Digital transition is exciting!
 - › Devices will be more reliable and more secure, with heartbeats to reassure
 - › Speed of digital will change user experience
 - › OTA upgrades are standard
 - › Digital is flexible
 - › Information is key
 - › Transition will be smooth if we start today!
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Thank you
