



Making Digital BAU

Phil Hollett
Director



Background



- 20 years Critical Connectivity experience
- Partners of all Major Network Operators
- Digital Transformation in UK Fire & Security
- Digital Transformation TECs in Sweden
- Digital Transformation TECs in Norway
- 850,000+ Connections across Europe

We know digital is on your agenda



Is your organisation looking to change from traditional analogue warden/community call systems to IP/digital systems?

40%

We **already** have a plan to move from analogue to digital

Today

36%

Something we are looking at **this year** (2018) or next

2018/19

12%

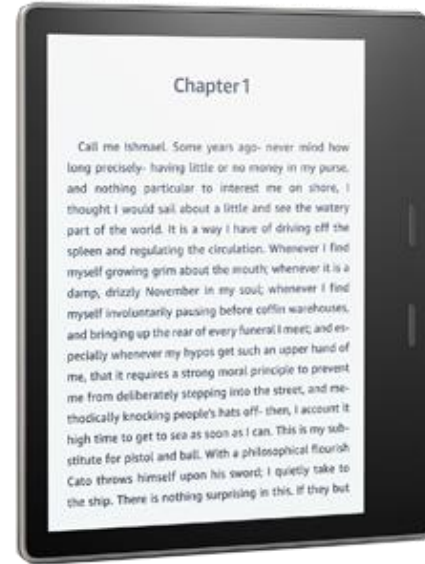
Not on our plans until 2020 and beyond

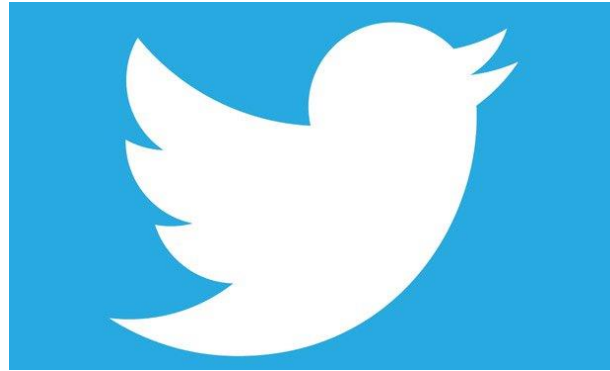
2020 >

3%

Waiting until nearer the 2025 deadline

2025





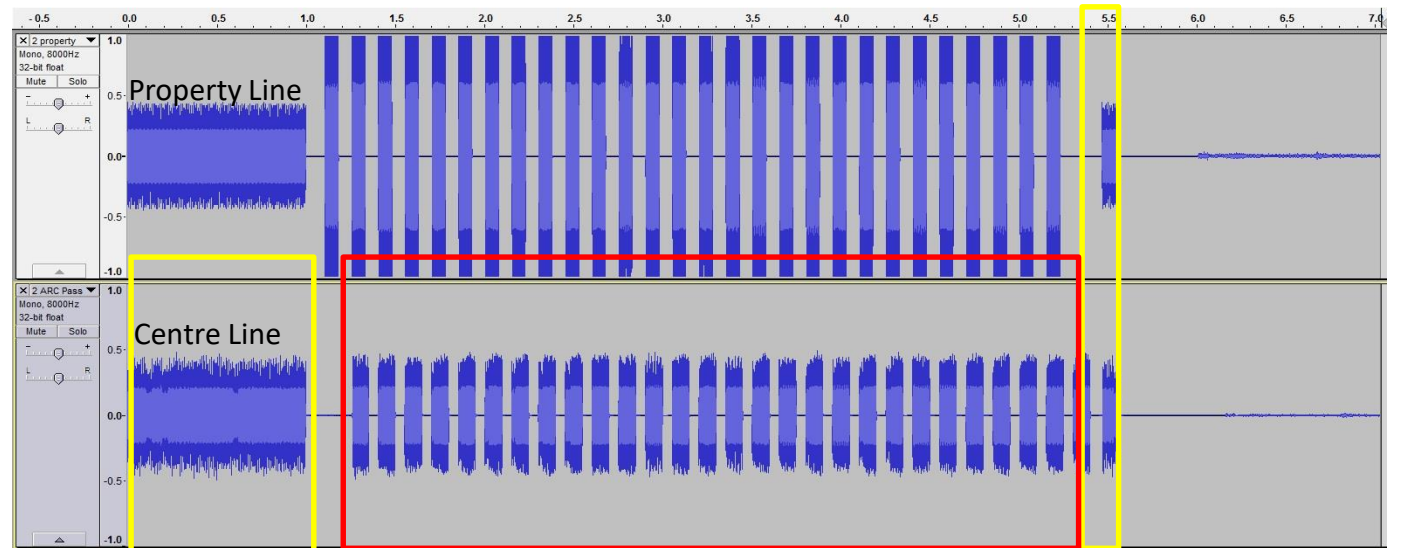




Infrastructure (Wired)



Successful Call – BS8521 Protocol



Invite tone

Telecare device information

Acknowledgement tone



What is the problem with Digital?



- Fear of the unknown
- What I have works
- Security of Data
- Relationships between suppliers and the sector
- Misinformation
- Will cost too much
- No budget

1,140 views | Nov 15, 2018, 11:24am

Office Of Personnel Management Still Vulnerable 3 Years After Massive Hack



Lee Mathews Contributor
Security

Observing, pondering, and writing about tech. Generally in that order.

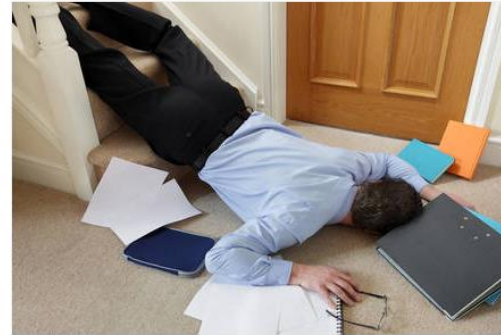
Security

Panic as panic alarms meant to keep granny and little Timmy safe prove a privacy fiasco

Simple hack turns them into super secret spying tool

By Kieren McCarthy in San Francisco 11 May 2019 at 07:56

52



Facebook security breach: Up to 50m accounts attacked

By Dave Lee
North America technology reporter

29 September 2018



REUTERS

TSB battles to fix online banking after days of disruption – business live

Britain's TSB bank is struggling to get its online banking working, after more than five days of disruption caused by an IT migration

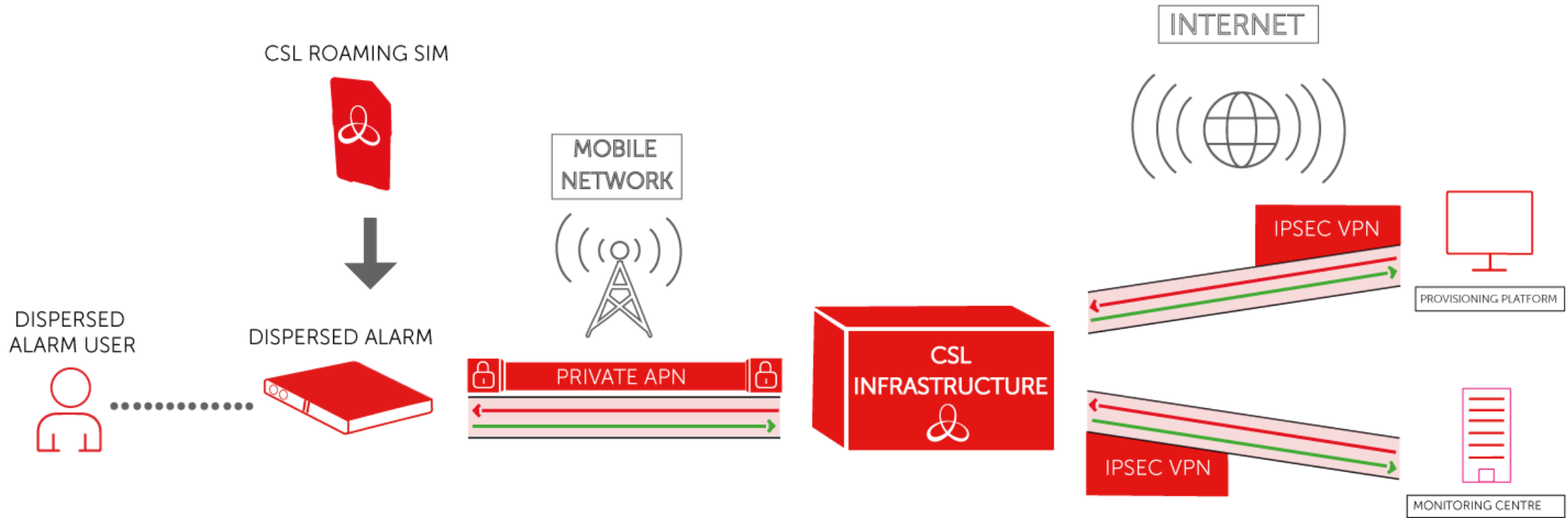
- **Latest: CEO says fix may come tonight**
- **Summary: TSB gripped by tech woes**
- **TSB CEO: No-one will be out of pocket**
- Bank has taken systems offline, to try to fix problems
- Salaries have vanished at Ulster Bank
- MPs demands answers over IT chaos
- **How have you been affected?**



▲ A branch of the TSB in Edinburgh. Photograph: Murdo MacLeod for the Guardian



Secure Infrastructure



Telecare Sector



- 900,000 people with Dispersed Alarms
- 800,000 people in Schemes
- 142,000 NHS hospital beds in England (Kings Fund), 22,284 in Scotland (IDS), 10,857 in Wales (Welsh Government)

Timeline to 100% Digital



The Clock is ticking



- 900,000 Dispersed Alarms
- 261 Working Days a year
- Current market capacity 689 devices per day

Start 01.01.2019 – 575 devices per day

Start 01.01.2020 – 690 devices per day

Start 01.01.2022 – 1,149 devices per day

Start 01.01.2024 – 3,448 devices per day

Appello

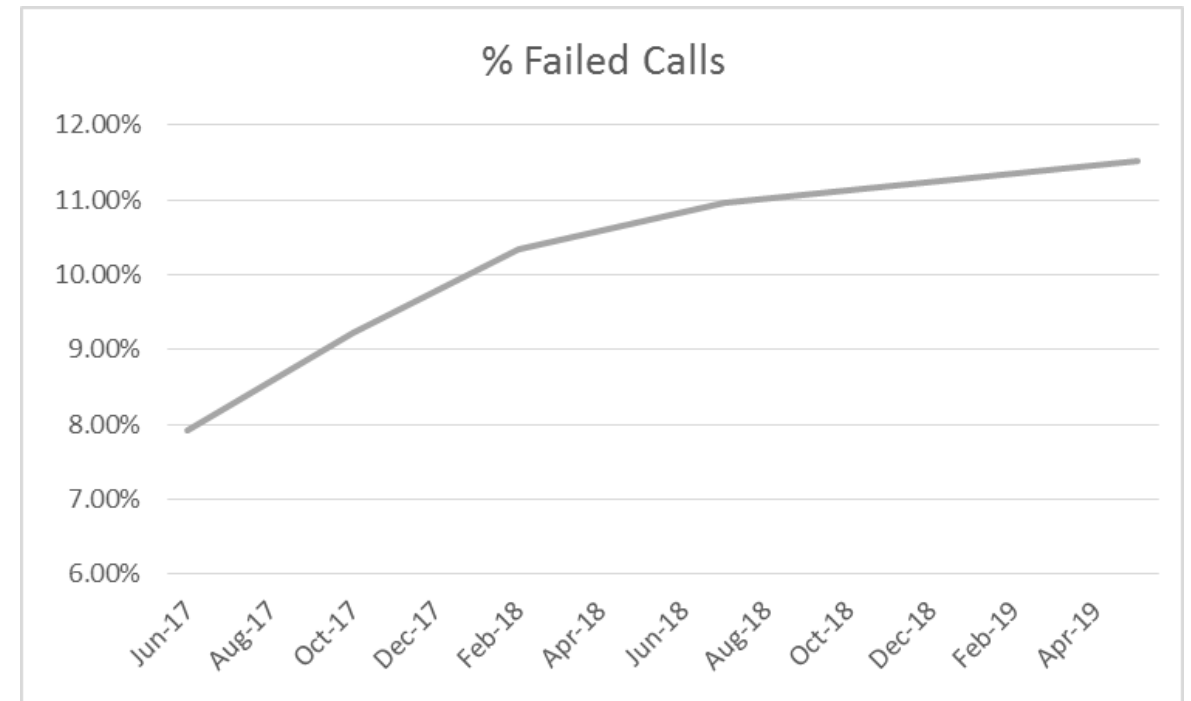


- UK's largest telecare monitoring centre with over 200,000 connections.
- Developed the first end-to-end digital telecare solution in 2016.
- Over 200 developments and over 7,500 residents benefitting from their digital telecare service, Smart Living Solutions (SLS).
- In January 2019, managed their one millionth digital telecare call.

Appello – Failed Calls Analysis



	Jun-17	Oct-17	Feb-18	Jul-18	May-19
Total Calls In	352,216	389,760	414,800	352,876	418,913
Failed Calls	27,883	35,976	42,865	38,675	48,231
% Failed Calls	7.92%	9.23%	10.33%	10.96%	11.51%
Emergency Calls In	13,097	15,835	16,620	13,409	15,919
% of Total Calls	3.72%	4.06%	4.01%	3.80%	3.80%
Failed Emergency Calls	1,037	1,462	1,717	1,470	1,833
Avg Failed Emergency Calls per Day	34	46	57	49	61



Technology



Alarm Units



LAST
CENTURY



THIS
DECADE

Technology

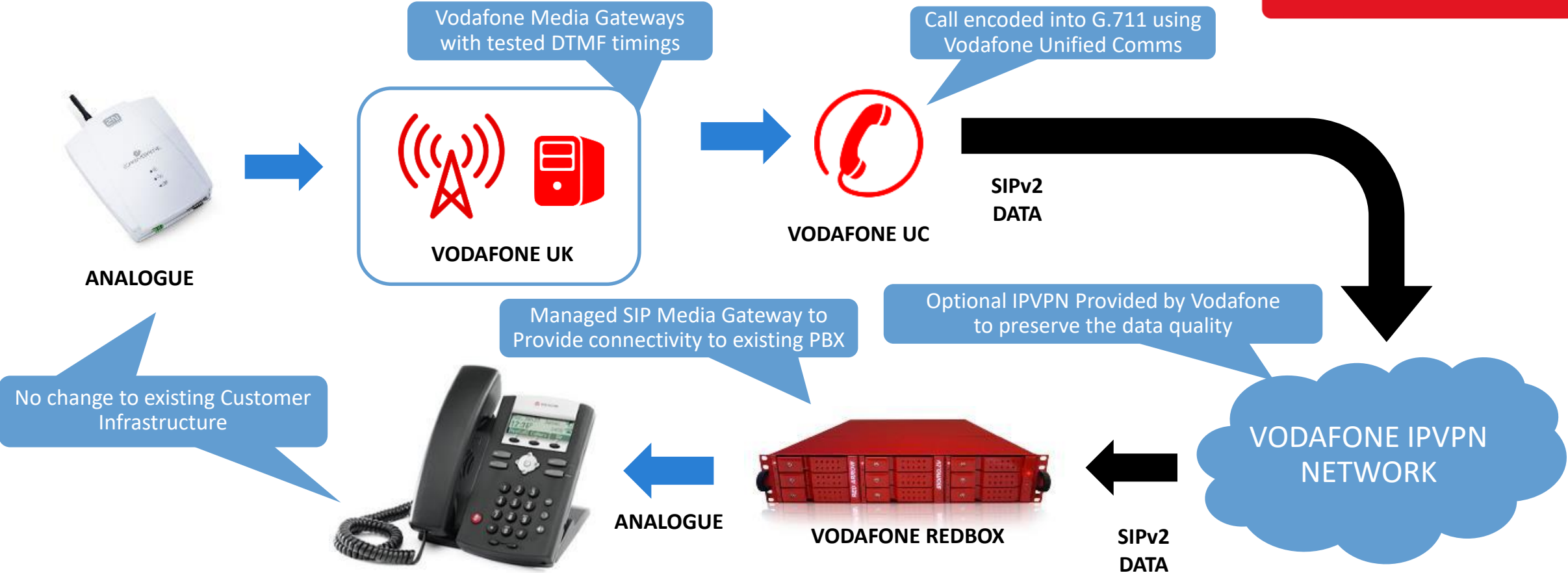


Monitoring Centres



240+ UK Monitoring Centres, with four different AMS providers.

The Bridge?



Keeping DTMF and CLI working while migrating to SIPv2

Funding



NHS faces bed-blocking crisis

Theresa May to warn social care must wait until 2020 for extra funds, despite pledging £20bn for NHS

No large cash injection to tackle the care crisis until the 'forthcoming spending review', prime minister will say

NHS by
By Nicholas Timmins,
Public Policy Editor

Budget increase

A significant part of the NHS's promised budget increase will end up being tied in to the promise that overall NHS spending in England will rise by 0.4 per cent, he said. A small increase would be insufficient to meet rising demand as up to 120,000 of efficiency savings were being sought and the government was proposing "one of the biggest reorganisations in NHS history".

Adult Social Services has warned that "achieving savings on the scale of 25 to 40 per cent" - the cuts it has in effect been asked to plan for - "is simply not feasible" without higher charges and changes to statutory responsibilities.

"It is clear that NHS money will go into social care, either deliberately or not," Mr Edwards said. Without social care support, the NHS would not be able to discharge people ready to leave hospital, he said. "There will be strong pressure on the elderly and disabled drawn from hundreds of vulnerable people as a result of cuts to council budgets. Government Association: In a written submission, the association, of a looming crisis in social care, claiming that an

"[Care] would only be used if they are in a residential home." He said that many elderly people valued seeing a care worker because it helped alleviate loneliness. "For many older people it is a health and safety service helping them to get up in the morning, making sure they are OK in the evening," he added.

Funding



Telecare as a Service (TaaS)

- Opex not Capex
- Warranty period is not an issue. OTA is standard
- Better service as linked to payment
- Cost matched with savings
- Bundled pricing can be unbundled after primary period
- More for less
- Flexible

Funding



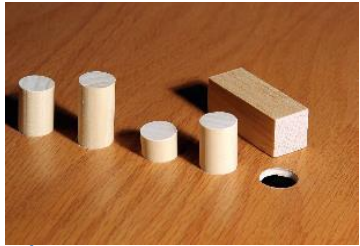
Risk based solutions

Grade	Poll Time	Fail Alert
Grade 2 (Single/Dual-Path)	1 Hour	24 Hours
Grade 3 (Dual-Path)	10 Minutes	1 Hour
Grade 4 (Dual-Path)	1 Minute	6 Minutes

Benefits of Digital



Future-proofed and Secure



Speed



Social Engagement



Aesthetics and Usability



Data, Analysis and Insight



Opportunities



Technology

Flexible Monitoring



Brand: TYNETEC
Model: REACH
Alarm code: 30000021
1st carrier:
2nd carrier:
Serial number: 30000021
Group: Tynetec
(View other units of this group)
Operational status: In use

Configuration

Read All

Write Changes

Cancel Task

Indications

Functions and Timers

Receivers and Sequences

Alarm type groups

GSM and IP settings

Call type	Address/Number	Protocol	User name	Password	Port	Voice number
Call type A	10.0.1.12	1 - SCAIP SIF	p2pAccoun	p2pPasswo	0	004479440
Call type B		0 - Undefined			0	
Call type C		0 - Undefined			0	
Call type D		0 - Undefined			0	
Call type E		0 - Undefined			0	
Call type F		0 - Undefined			0	
Call type G		0 - Undefined			0	
Call type H		0 - Undefined			0	
Call type I		0 - Undefined			0	
Call type J		0 - Undefined			0	
Call type K		0 - Undefined			0	
Call type L		0 - Undefined			0	

Sequence 1

Sequence 2

Sequence 3

Sequence 4

Sequence 5

Sequence 6

Sequence 7

Sequence 8

Sequence 1	Call Type	Carrier	Call attempts	Next step
Step 1	A	GSM	2	Stop
Step 2	Undefined	Disabled	0	Stop
Step 3	Undefined	Disabled	0	Stop
Step 4	Undefined	Disabled	0	Stop
Step 5	Undefined	Disabled	0	Stop
Step 6	Undefined	Disabled	0	Stop
Step 7	Undefined	Disabled	0	Stop

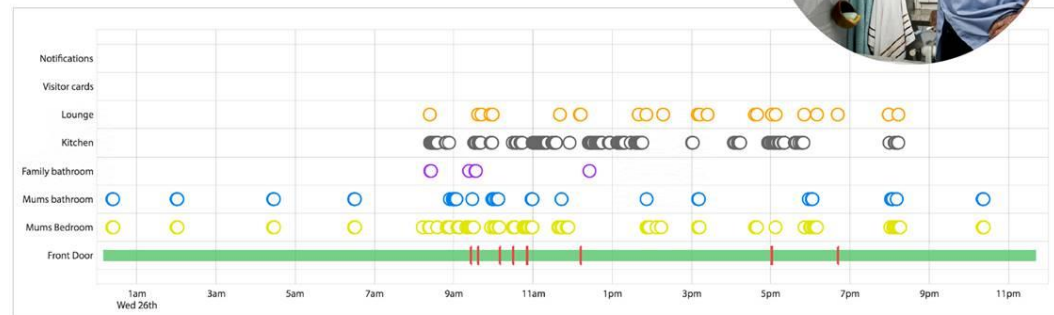
Technology



Preventative

- Falls are the leading cause of injury-related visits to emergency departments
- 44% of elderly fallers had a UTI (Telegraph)

Frequent bathroom visits during night



Summary



- Analogue to Digital is not NOT going to happen
- There will be technical challenges, collaboration is KEY
- Do not create problems that do not exist
- More information better decisions
- Make it a service and not a product
- Match costs with savings
- Digital will be better value
- The clock is ticking.....



Thank you

