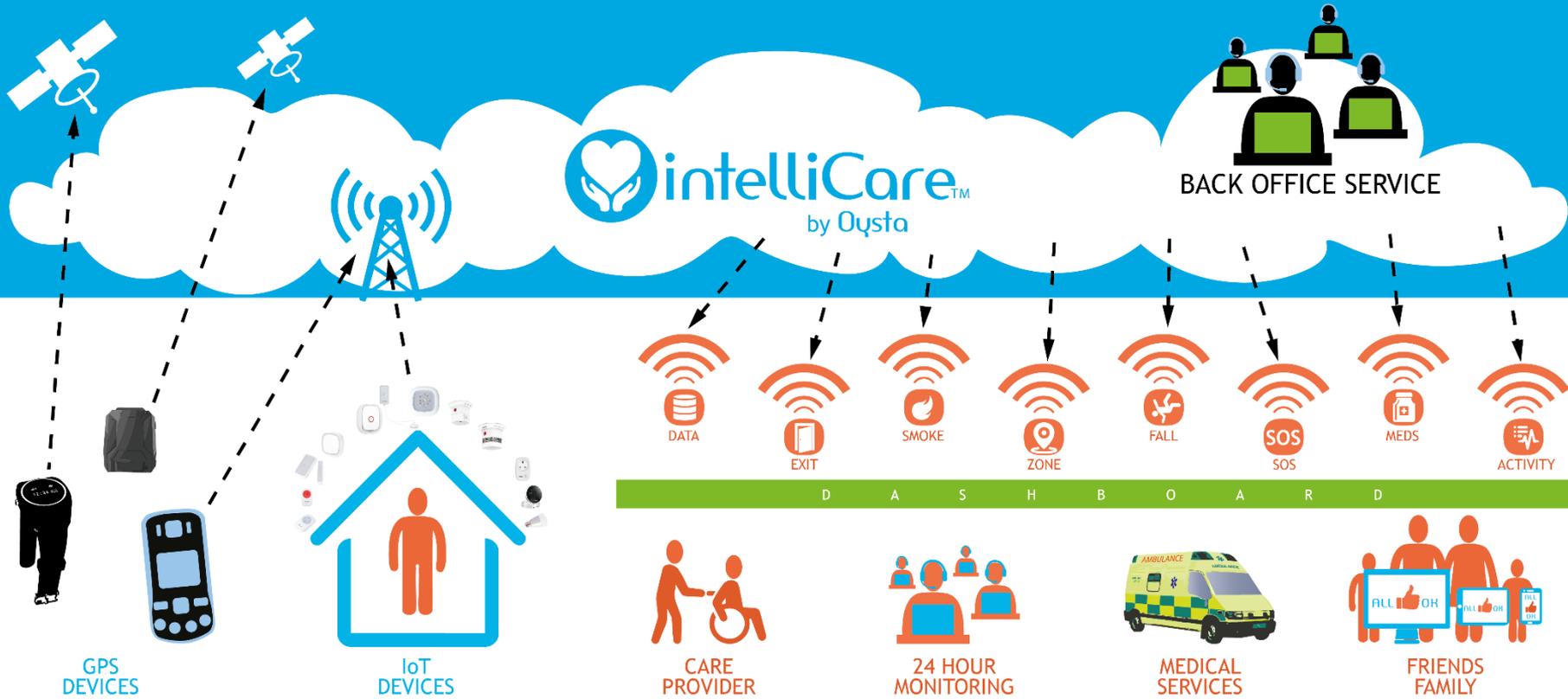


Welcome to



TELECARE, anytime, anyplace, anywhere





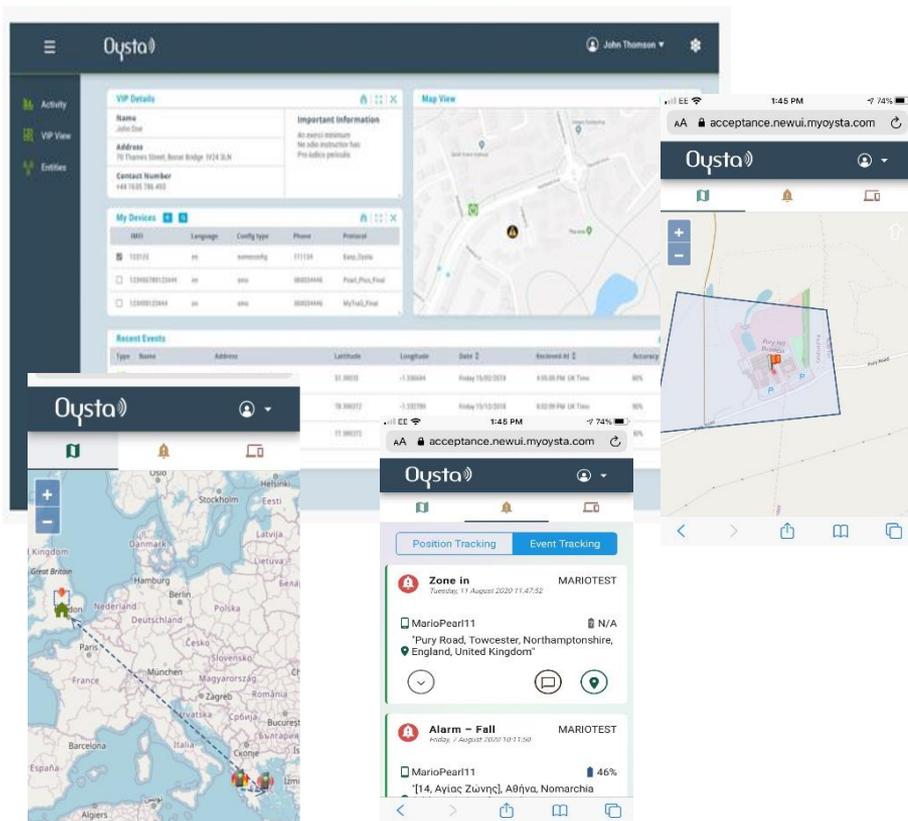
The COVID Enhanced Service

- 24/7 configuration of devices
- Devices sent direct to the VIP
- Rapid on boarding of new customers (4+ local authorities)
- Responded to customer specific needs
 - Shorter contracts
 - VIP welfare calls
 - Video client training
 - Use of Help at Home
 - Reduced functionality
 - Lower tariff

“The COVID-19 pandemic demanded that care providers responded to new challenges in new ways without any of the usual time to prepare and plan. Oysta Technology, in conjunction with PA Consulting, has been a key provider for Hampshire’s technology enabled care services, and during this crisis they have proved again the benefits of working with them. At short notice Oysta worked through the night to prepare hundreds of devices for at-risk people being discharged rapidly from hospitals across Hampshire, allowing us to focus support on the most urgent demands.”

**Mark Allen, Head of Digitally Enabled Care, Adult Health & Care,
Hampshire County Council**

Benefits of Mobile Telecare



- Move traffic away from the monitoring centre
 - Alerts sent direct to family members / carers
 - Multiple reminders and welfare messages
 - Use of safe zones for shielding
- Out of the box - less face to face contact required with VIP
- Over the air configuration or reconfiguration
- Multiple functions in the one device
 - SOS, Voice, Falls, Zones, Welfare Checks, Reminders

Early Analysis

- May events recorded – 1million+ 20% up on last
- Been able to respond to trends and modify the care package of specific VIPs
- We can trend events to certain times of the day
- We have collected a lot of data and we are working with our customers to analyse this

“Oysta have been a trusted technology specialist supplier for PA’s care technology managed services in Hampshire and elsewhere since 2014. The challenges during the early stages of the COVID-19 pandemic have shown that using modern care technology solutions, from responsive and high-quality providers, like Oysta and PA, can deliver safe, cost-effective care and support for vulnerable people. We are proud to work with Oysta, and look forward to future collaborations.”

Steve Carefull, Director, PA Consulting and Programme Director, Argenti Care Technology Partnership

