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# ENOVATION UMO ALL IP – TSA ARC WEBINAR

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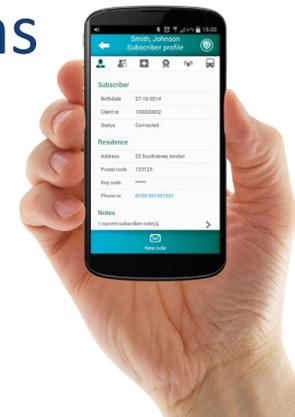
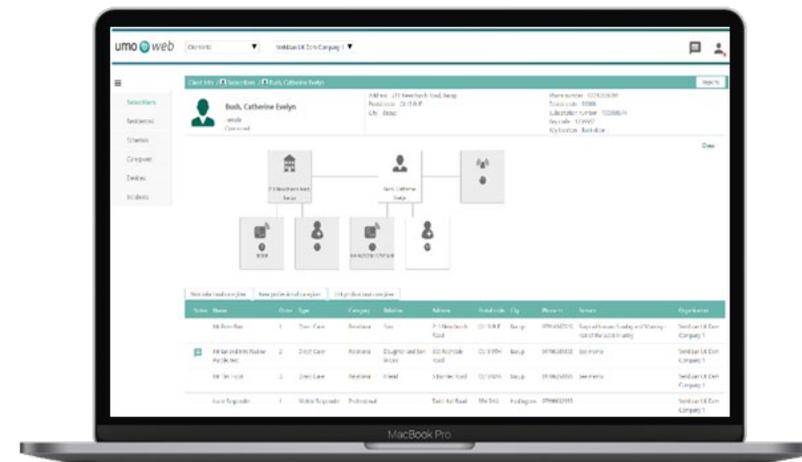
# What is Enovation UMO?

# Enovation UMO

Enovation = our company name

UMO = one of our software products

- Universal MOnitoring platform
- Used by LA's, HA's and private companies in the UK since 2008
- Digital platform, receiving both analogue and digital alarms
- Hosted or On Premise
- Designed for remote working
- Responder App for mobile response teams
- Enovation App for secure chat and secure email





- Over 1.4 million people are being monitored using UMO across the world
- 270,000 people are being monitored by our UMO customers in the UK
- Enovation UK also supports customers in Scandinavia and Ireland



**How do we manage many devices from many manufacturers?**

**Enovation Partner Programme**

# Enovation Partner Programme

## Purpose:

“To enable our monitoring centre customers to monitor as many products from as many manufacturers as possible, knowing that they will work correctly.”

- Unique in the TEC sector
- Benefit from a device agnostic monitoring platform
- Continuous innovation & confidence in high quality, reliable interfaces
- Check our website to view partner certifications
- 291 devices from 192 suppliers are already certified
- **147 of these devices use digital protocols**



smart sensors



medication monitoring



wearables



voice control



mhealth

## Enovation UMO Digital Monitoring



- The first digital alarm units were connected to UMO in 2007
- 160,000+ digital alarms are now monitored using UMO
- The majority are in Scandinavia
- Numbers are starting to increase in the UK
- 9 of our customers in the UK are monitoring digital alarms
  - A mix of Local Authorities, Housing Associations and Companies
  - A mix of On Premise and Hosted UMO
- 100's of our customers in Europe are monitoring digital alarms

## Enovation UMO Digital Protocols

The following Digital Protocols can be deployed to any UMO customer, on premise or hosted:

- Primary Dispersed Protocol is TS50134-9 (previously SCAIP)
  - Currently used by 9 UK centres using UMO
  - Used in all countries
- Primary grouped protocol is BS8521-2:2020 (previously NOW IP)
  - Currently used by 3 UK centres using UMO
  - Used only in the UK

6 other digital protocols are also in use with UMO

## Digital Equipment tested

The following 20 manufacturers supplying digital devices to the UK have **tested** through our Partner Programme, some testing several different devices:

*Alcuris, Anywhere Care, Appello, Cascade3D, Chiptech, CSL Dualcom, Doro, Essence, Everon, Keysafe Company, Neat, Oysta, Pebble, Possum, Suresafe, Telealarm, True Kare, Tunstall, Tynetec, Vivago*

There are more manufacturers with digital devices tested to UMO, but who do not yet supply to the UK market

## Digital Equipment in use

The following 16 manufacturers supplying digital devices to the UK have devices **already in use** with our UK customer centres:

*Anywhere Care, Appello, Cascade3D, Chiptech, CSL Dualcom, Doro, Essence, Everon, Neat, Oysta, Pebble, Possum, Telealarm, True Kare, Tunstall, Tynetec*

There are more manufacturers with digital devices in use with UMO across Europe who do not yet supply to the UK

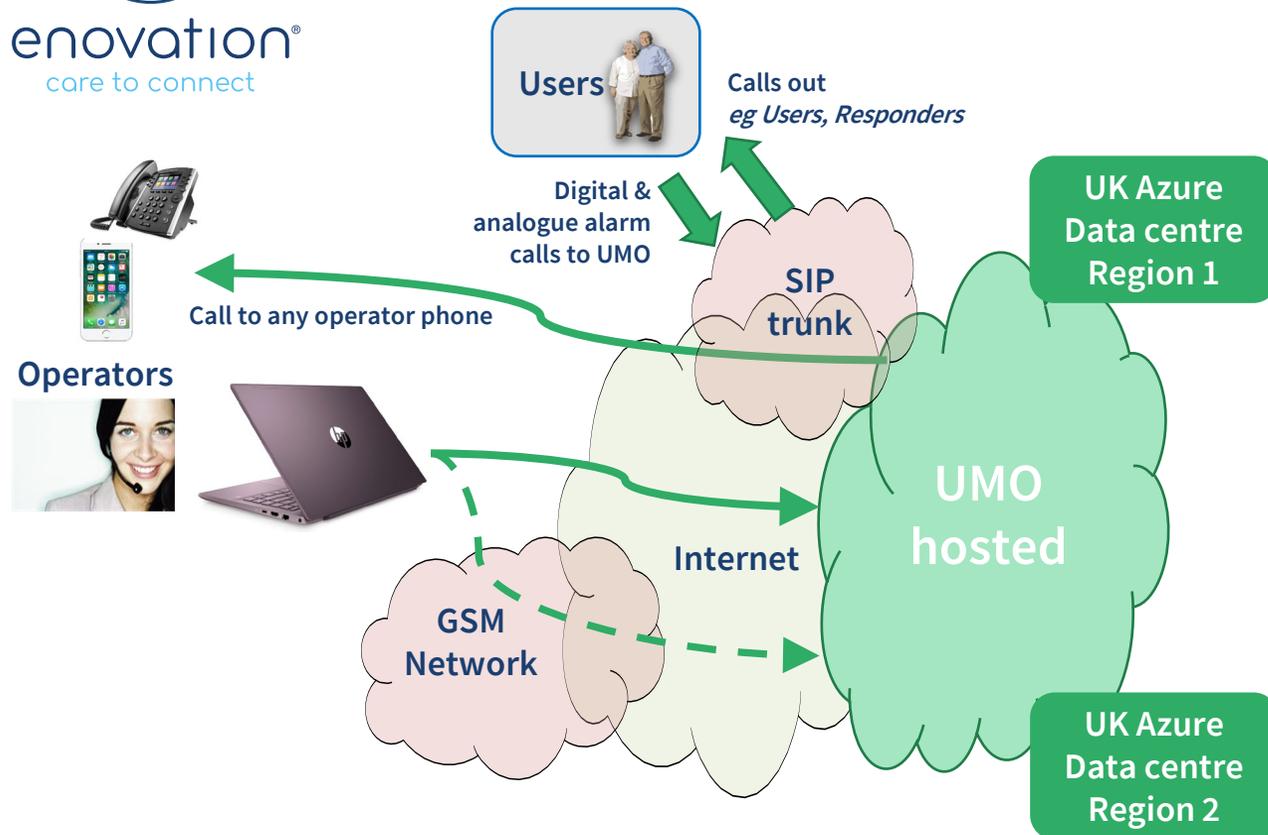


# UMO: a hosted, digital service



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# UMO: hosted using Microsoft Azure



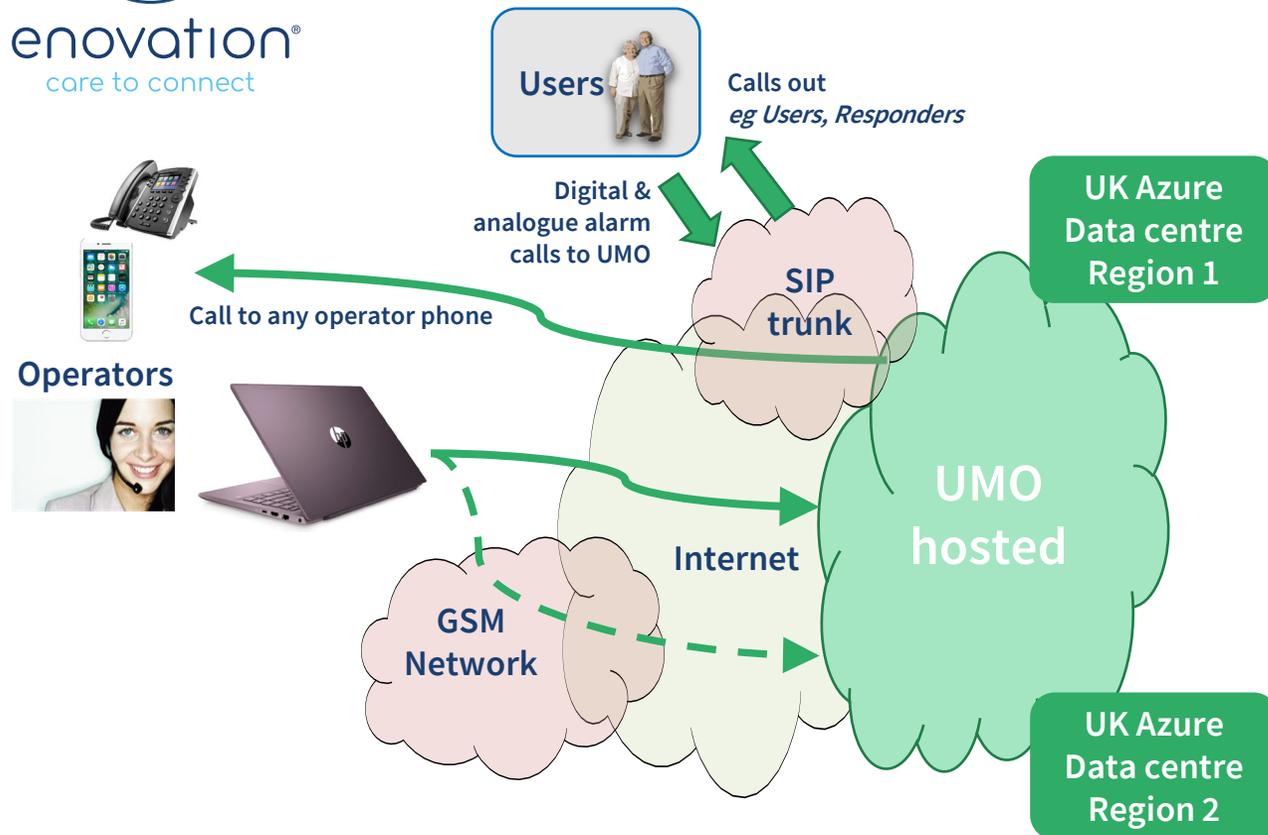
## Managed service from Enovation

- Future proof SIP telephony
- Multi Factor Authentication
- Easily scales up as you grow
- 24/7 support
- ISO27001 & Cyber Essentials Plus accredited
- No UMO hardware needed
- We manage firewalls and interfaces with the devices you monitor
- You can move your ARC alarm telephone numbers to our SIP trunks
- 8 of our customers are hosted



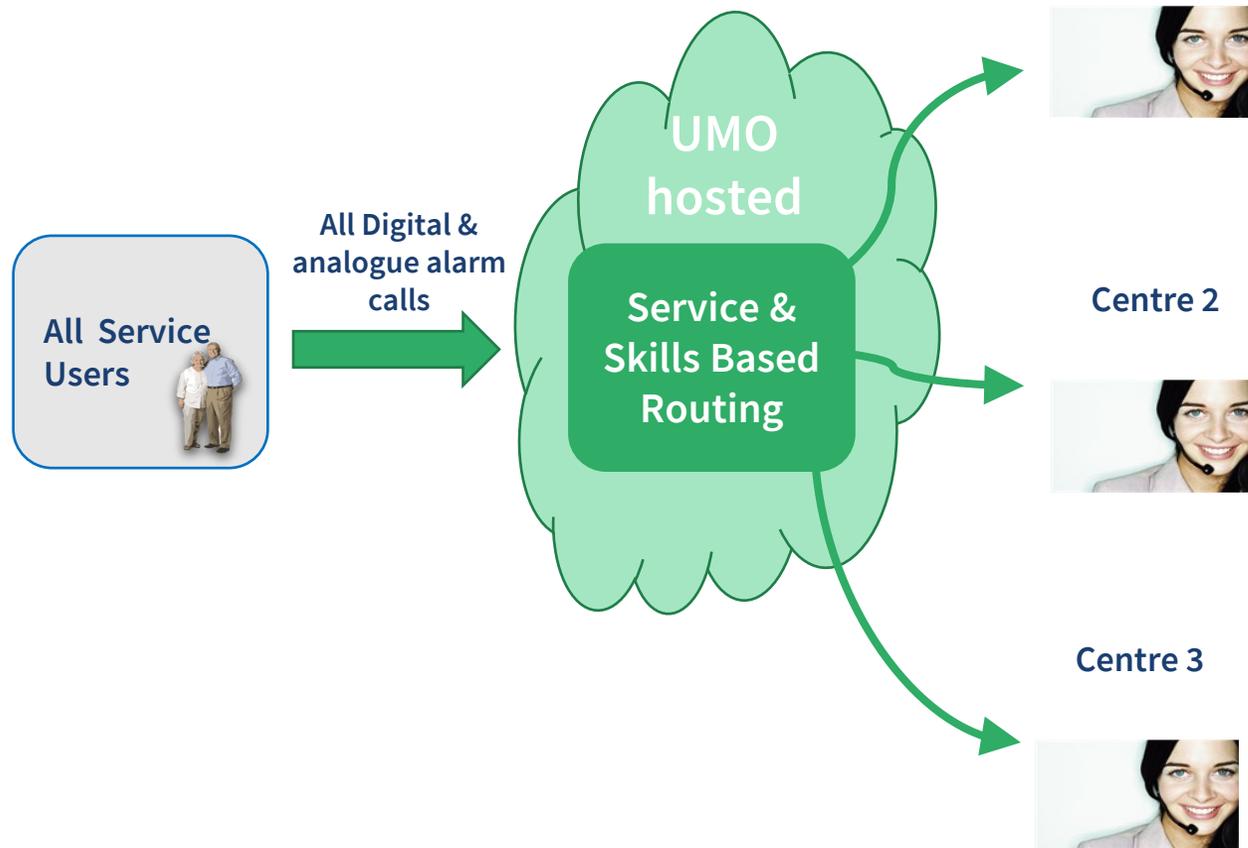
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# Key Benefits for Disaster Recovery



- Built in DR, system spread across 2 UK locations
- No need to divert lines to DR – the SIP trunk DDIs fail over automatically
- No need to log into separate DR system
- Only seconds for the system to switch automatically to DR
- Same capacity at DR
- Operators call handle from anywhere

# Multiple centres can work together



## Key benefits

Each service can

- take their own calls from any location
- have their own procedures
- answer in their own service name
- support each other with
  - Overflows for unanswered calls
  - DR situations
  - Planned cover (eg training, evenings)
- One database with segregated data
- Reporting for individual and all services



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Thank you for listening

[www.enovationgroup.com](http://www.enovationgroup.com)