



SmartLife – *All IP Webinar: Digital Social Care Alarms Update*

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SmartLife

Ground-breaking interoperability for a new digital era of Technology Enabled Care (TEC)



Enabling you to maximise existing investments in TEC through interoperability

- SmartLife, the UK's first digital dispersed alarm with interoperability, is the latest addition to our SmartTEC range. Providing housing and care providers with the reassurance of compatibility with the UK's digital telecoms network.
- Provides you with greater choice and enables you to personalise services through interoperability with other manufacturer telecare devices.
- A future-proofed digital solution, with unprecedented connectivity that provides you with the confidence you are making a long term investment.
- Integrated I'm OK feature with physical backlit button on the unit.

TEC Monitoring Centres and peripheral interoperability



- Appello operate the UK's largest digital TEC monitoring centre, supporting over 300,000 connections.
- Our CareNet EVO platform has managed in excess of 1 million digital calls.
- We connect to calls from multiple protocols and device manufacturers.



- Unprecedented connectivity:
NOW-IP | SCAIP | TT92 | 4G
- Ground-breaking interoperability with other manufactures peripheral devices



The range of peripherals available



- An average three telecare peripherals in use for every emergency alarm device in the UK.
- A set of peripherals including pendant, smoke alarms and additional sensors cost approximately an additional £150-£200.
- Therefore, if we consider the cost of upgrading (alarm units and peripherals) by continuing to use existing peripherals, the saving can be up to £200 per device.
- For example, 300 devices would represent a saving on peripherals of c£60,000.
- There are also the significant environmental benefits and the customer experience benefits of continuing to use devices they are familiar with.

The proactive and preventative capabilities of the devices

I'm OK

- Functionality that will enable our Friends and Family App in development.
- Supports in expanding the range of informal care
- Can empower the service user to show the care provider that they do not need the service on a particular day, whilst informing them of their wellbeing and safety.

AWAY

- Avoid false activations and no speech calls. If someone is away they can inform us and avoid unnecessary emergency call outs.
- Proactive Wellbeing – Easy way to elect to receive a service.
- Building the foundations for future proactive service.



Managing inputs and data from multiple innovations which feed into both the monitoring centre and our wellbeing index reporting



Ease of configuration and installation



- Part of our cloud suite, AppelloDMP is designed for desktop, tablet and mobile access.
- Secure access, with multiple levels of authorisation for defined user access and management.
- Designed to be the most intuitive and user friendly Device Management Platform for dispersed alarms.
- Clear dashboard to see status of SmartLife devices and stock management.
- Indepth configuration of connectivity with monitoring centres and peripherals (wired and non-wired input) connectivity with the device.

Ease of configuration and installation

The screenshot displays the 'DMP appello' interface. On the left is a navigation sidebar with options: Devices (highlighted), User management, Users, Clients, Account, My Account, Settings, and Logout. At the bottom of the sidebar, the user 'Iain Hockings' is logged in. The main content area is titled 'Devices' and includes a search bar for 'Search Serial Number', an 'Apply Filters' button, and a 'Refresh' button. The device list contains the following entries:

Serial Number	Power State	Status	Signal Strength
C46E33--102200807 Serial Number: 102200807 PUMA	⚡ Mains Powered	ONLINE	STRONG
C46E33--102200460 Serial Number: 102200460 PUMA	⚡ Mains Powered	ONLINE	GOOD
C46E33--282200042 Serial Number: 282200042 PUMA	undefined	OFFLINE	STRONG
C46E33--102202933 Serial Number: 102202933 PUMA	undefined	OFFLINE	STRONG

Ease of configuration and installation

The screenshot displays the Appello DMP (Device Management Platform) interface. On the left is a navigation sidebar with sections for 'User management' (Users, Clients), 'Account' (My Account, Settings, Logout), and a user profile for 'Iain Hockings'. The main content area shows the configuration for a specific device, identified by ID 'C46E33--102200807'. At the top right of the main area are tabs for 'Summary' (active), 'Settings', 'Advanced', 'Faults', and a 'Refresh' button. The 'Device Summary' section is divided into three panels:

- Status Panel:**
 - Uptime: 4 hours, 10 minutes, 54 seconds
 - Inform Interval: 900 (with an 'Edit' button)
 - Last Update: 03/02/2023 11:01:22
 - Power State: Mains Powered
 - Status: ONLINE (indicated by a green pill)
 - Signal Strength: STRONG (indicated by a green bar chart)
 - Connectivity: Usim
- Device Information Panel:**
 - Authority: -
 - Serial Number: 102200807
 - Software Version: Latest Version
 - Hardware Version: _EQ101
 - IMEI: 865171057512710
 - IMSI: 248030181500324
 - MSISDN:
- Manufacturer Information Panel:**
 - Manufacturer: HVI

At the bottom right of the main content area, there is a prominent red 'Reboot Device' button.

SmartLife: Cyber Security

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- TLS stands for Transport Layer Security. It's a security protocol. It is a method of protecting data from being compromised (by hackers etc) as it is transferred across the internet from one point to another.
- In simple terms, it adds a layer of code to messages (i.e., an alarm call, a telephone conversation, payments or any other data being transferred) so that unsavoury interceptors cannot break the code and decipher the message.
- Appello's products use TLS 1.2, this is 128-bit encryption; the standard level used by most organisations you will interact with online including banks, online shopping etc.
- Fully independently with firewall embedded into the firmware. Own security mechanism within the device for authorisation which means we use an encrypted algorithm to avoid unauthorised access.

DMP

- Our device management platform uses password authentication, and is enabled with multi-level access. This means that only certain approved members of your teams can have access to configuration functionality and individual alarms can assigned to certain members of your team.