

All IP Webinar

Digital Social Care Alarms

9th February 2023

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Senior Business
Development
Manager

Legrand Care

**We care about
people who care**

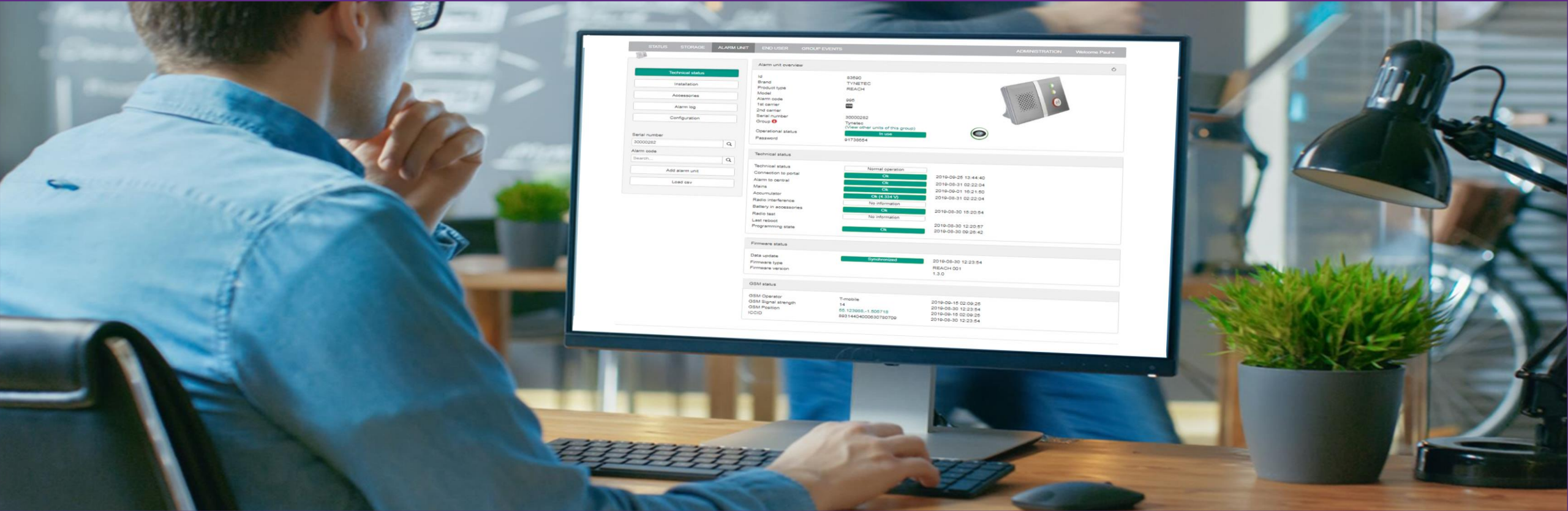


Reach IP – At Home Alarm Unit

- Digitally Enabled SCAIP (TS50134-9) IP Protocol (also supports TT92, BS8521 and CPC)
- TAO Technology – Bi-Directional Peripherals
- Remote Configuration – Pre-Programmed Installation
- Critical Connectivity – Multi-Core Capabilities all in a single SIM
- 7-Day Battery Back Up
- End to End Encryption
- Ethernet available H1
- Bespoke Free Branding
- Fall Detector Inactivity Alert
- Flexible Call Sequencing and Routing (allows for multiple response capabilities)
- Available on multiple procurement frameworks (PFH, NHC, ESPO and more)



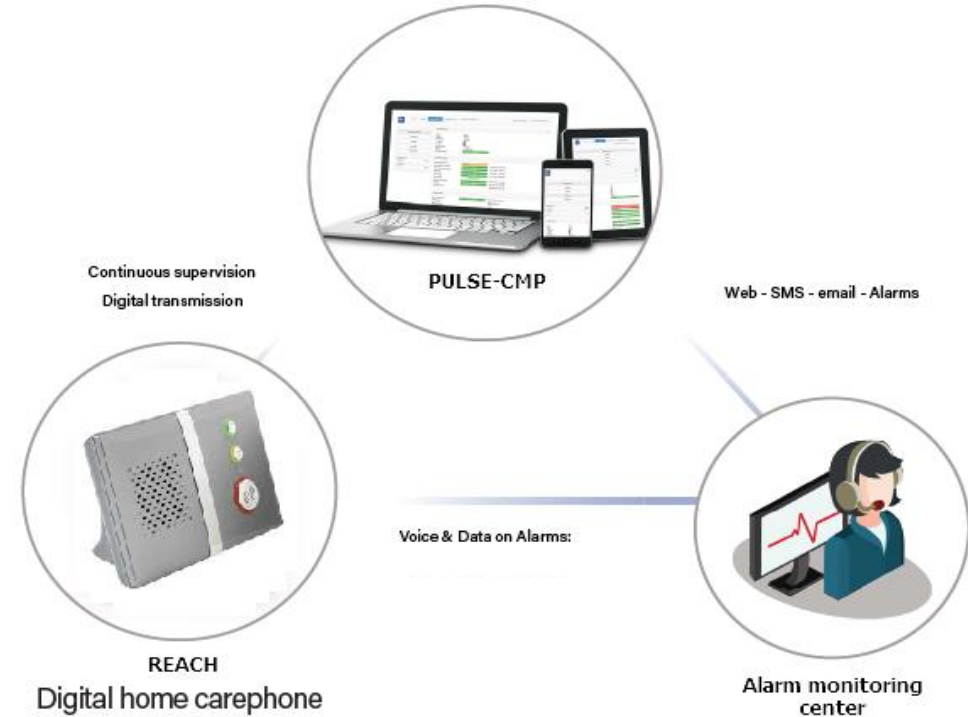
PULSE – Cloud Management Portal



Through PULSE/CMP web-based tool, you can remotely manage your Alarm configuration, update functionality or supervise the status of your Alarms and it's peripherals all seamlessly at any time from any device. PULSE-CMP is a web portal so it does not require local installation and it is always up to date.

CONTINUOUS DEVICE MONITORING

- New monitoring and installed base supervision lead to workflow optimization and service efficiency. Professionals can focus on care services.
- Included notification functionality opens multiple opportunities for optimization and improvement.
- User administration and access rights management
- Complete control and new possibilities for related peripherals
- E-mail notification in the event of a fault or technical message (Configurable for alarm type groups, immediate notification and / or daily)
- Configuration changes auditing, indicating time, user, action, object and operation performed



STATUS	STORAGE	ALARM UNIT	END USER	GROUP EVENTS	E-VISIT	ADMINISTRATION				
Select group: Testing NOVO Go						Welcome Antonio				
Group	alarm code	Alarm unit	Model	Carrier	Technical status	Last technical status	Last user alarm	Firmware	Custom	
Testing NOVO Go (Neat)	1234	26211008900012	NOVO Go	000	User call failed	2022-05-13 12:10:35	2022-05-13 11:43:00	7.1.10		
Testing NOVO Go (Neat)	-	08221008900019	NOVO Go	000	User call failed	2022-05-19 13:03:25		7.1.26		
Testing NOVO Go (Neat)	1234	26211008900009	NOVO Go	000	No contact to portal	2022-03-28 22:31:57	2022-02-01 06:07:47	7.1.25	Novo GC	
Testing NOVO Go (Neat)	73574	26211008900013	NOVO Go	000	No contact to portal	2021-07-19 22:31:17	1970-01-15 04:41:57	7.0.15	NOVO G	
Testing NOVO Go (Neat)	1234	27211008900001	NOVO Go	000	No contact to portal	2022-04-18 00:16:23	2022-03-04 15:05:05	7.1.9	NOVO G	
Testing NOVO Go (Neat)	1234	26211008900011	NOVO Go	000	No contact to portal	2022-05-06 03:58:25	2022-04-25 08:45:11	7.1.27	Sofie - N	
Testing NOVO Go (Neat)	-	07221008900007	NOVO Go	000	No contact to portal	2022-05-30 21:29:55	2022-05-30 15:09:09	7.1.31		
Testing NOVO Go (Neat)	1234	08221008900015	NOVO Go	000	Missed failure	2022-06-01 08:24:32	2022-06-01 08:16:59	7.1.31		
Testing NOVO Go (Neat)	1234	08221008900020	NOVO Go	000	No recent contact to portal	2022-06-01 15:11:09	2022-05-30 15:54:58	7.1.31		
Testing NOVO Go (Neat)	1234	07221008900001	NOVO Go	000	Normal operation	2022-06-01 10:51:22	2022-05-30 14:35:34	7.1.31		
Testing NOVO Go (Neat)	27211008900002	27211008900002	NOVO Go	000	Normal operation	2022-06-01 09:57:25	2022-04-08 12:03:14	7.1.31	toni	

ALARM AND EVENT LOG

Alarm and events history with detailed information

Generated at	Event value	OK	Duration	Device status	Action
2022-06-01 15:52:58	Button pressed	User call OK	00:25		
2022-06-01 12:57:57	Alarm sent	Accumulator fully charged	00:00		
2022-06-01 09:26:22	Alarm sent	Accumulator Low	00:00		
2022-06-01 06:36:07	Button pressed	User call reset	00:00		
2022-06-01 06:33:46	Alarm sent	Accumulator Low	00:00	Accumulator low	
2022-05-26 08:46:08	Alarm sent	Accumulator fully charged	00:00		
2022-05-25 16:27:23	Alarm sent	Accumulator fully charged	00:00	Accumulator ok	
2022-04-20 09:03:48	Alarm sent	Accumulator Low	00:00	Accumulator low	
2022-04-13 15:05:36	Button pressed	User call reset	00:00		
2022-04-13 11:07:42	Button pressed	User call reset	00:00		
2022-04-08 14:43:26	Button pressed	User call reset	00:00		
2022-04-08 12:03:14	Button pressed	User call OK	00:31		
2022-04-08 11:49:03	Button pressed	User call OK	00:28	User call restored	
2022-04-08 09:16:42	Alarm sent	Accumulator fully charged	00:00		
2022-04-08 00:12:43	Alarm sent	Accumulator fully charged	00:00		
2022-04-07 19:30:58	Button pressed	User call failed	01:15		
2022-04-07 19:27:56	Alarm sent	Accumulator Low	00:00		
2022-04-07 18:53:56	Alarm sent	Accumulator Low	00:00	Accumulator low	
2022-04-07 14:43:48	Button pressed	User call failed	00:48	User call failed	



REPORTING TOOL

On demand excel reports (configurable for groups, time range, technical status)

General | **Report** | Conf. files | Advanced Conf. | Configuration

Included Subgroups

Select model:

Without filter...

Select All Clear selection

Select status:

Without filter...

Select All Clear selection

Select technical status:

Without filter...

Select All Clear selection

Options:

- Connection to portal
- Carrier status
- Accumulator status
- Boot information
- Signal strength
- Programming status
- Sell date
- Setup state

Generate Report

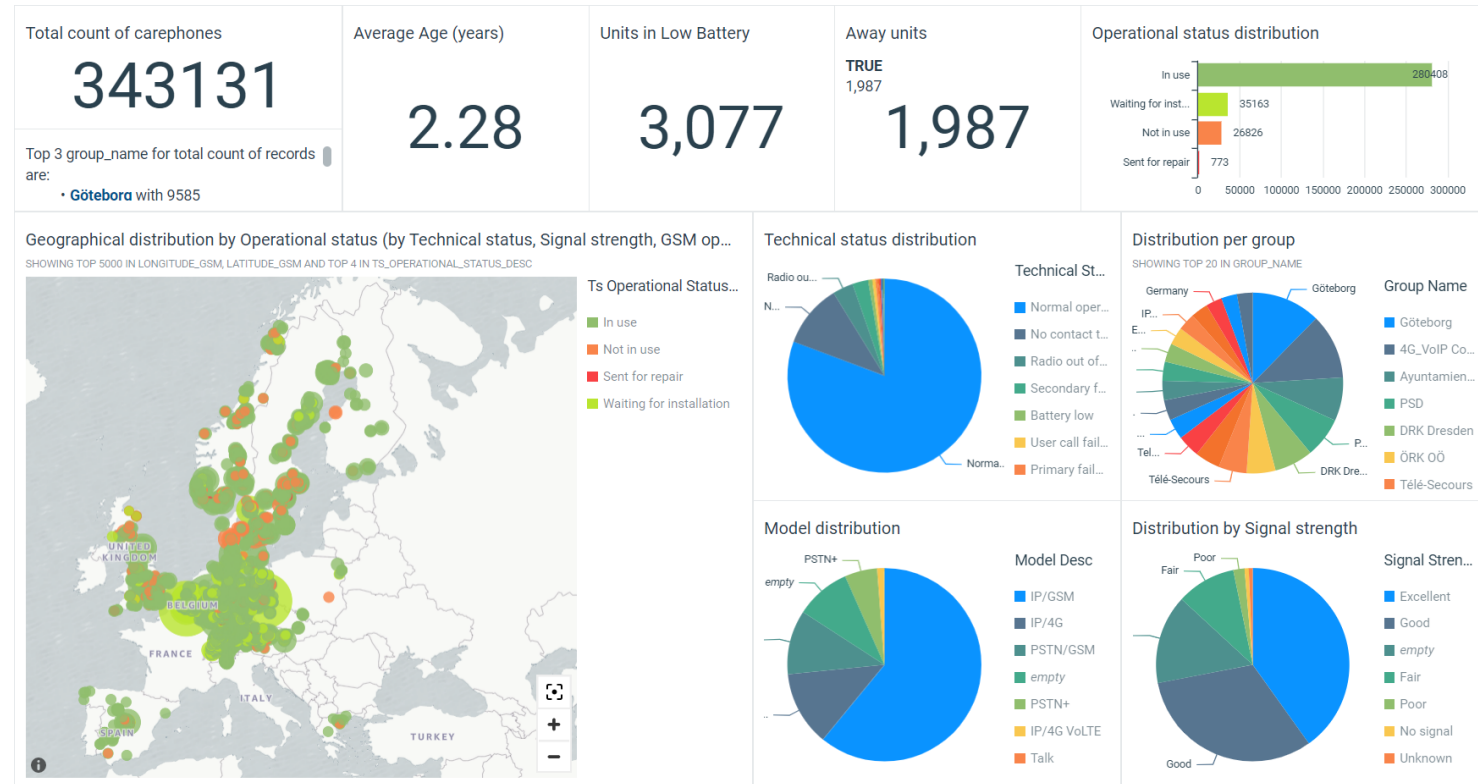
To support our customers further in terms of managing your estate of alarm units and gathering more meaningful data, we are soon to launch a full Business Intelligence (BI) Tool with a variety of dashboards and the option to export data into a variety of formats for reporting, analysis and integration purposes. The BI tool will be integrated into Pulse, which mitigates the need for a second portal and extensive training.

PULSE-CMP-BI Dashboard is an advanced data analysis tool that allows you to visualize information from PULSE and perform advanced analysis of the data corresponding to your telecare devices, so that well informed decision-making can be made, which provides a more proactive and preventative approach.

- Quick overview through graphical representation of the installed base and its evolution
- Individually configurable display for numerous KPIs
- Heatmap for error analysis
- Geographical distribution of the devices on a map
- Analysis criteria can be configured individually with just a few mouse clicks
- Smart notifications are sent to the customers and support team based on rules (new incidents, trends, ...)

QUICK OVERVIEW LESS EFFORT

Better fleet management through data analysis

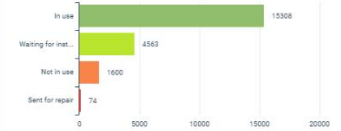


CONTINUOUS DEVICE MONITORING

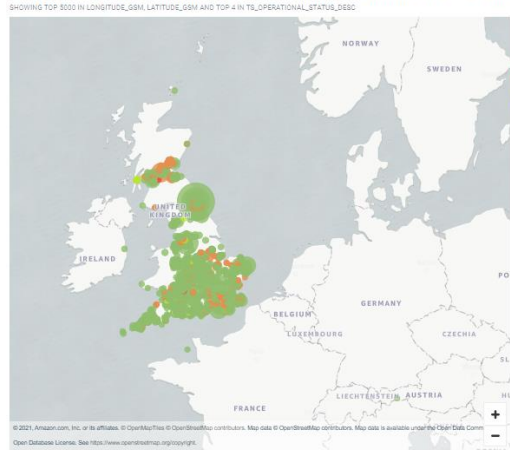
Carephone status view

Use this dashboard to analyze the current status of the terminals, filter by any category, and export data (to excel/csv).

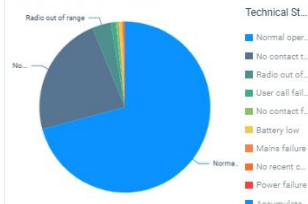
Group: **LEGRAND UK** Last update: Jun 01, 2022 15:07 GMT+0 (Data will be refreshed every 45 minutes)

Total count of carephones 21545	Average Age (years) 1.19	Units in Low Battery 275	Away units 8	Operational status distribution 
Top 3 models for total count of records are: <ul style="list-style-type: none"> eside with 1127 lth 955 onlx 				

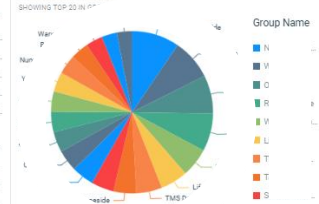
Geographical distribution by Operational status (by Technical status, Signal strength, GSM operator, or Model)



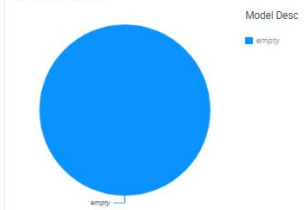
Technical status distribution



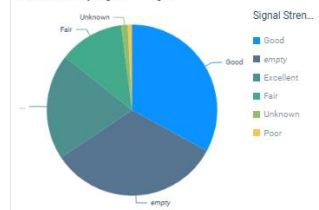
Distribution per group



Model distribution



Distribution by signal strength



SIMPLE DEVICE MANAGEMENT

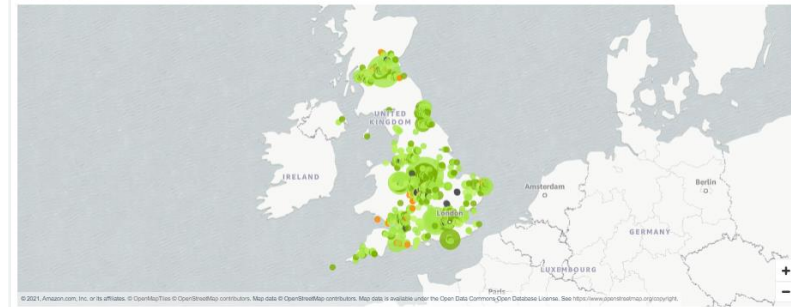
Signal analysis

All the information about signal strength and evolution should be found here. Please notice that all the information you see here has been recovered from the last 24 hours. You may change this range using the selection tools in the top bar of the dashboard. The maximum amount of time we can analyze right now is two months.

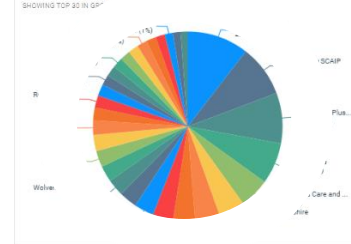
Group: **LEGRAND UK** Last update: Jun 01, 2022 15:05 GMT+0 (Data will be refreshed every 45 minutes)

User call failed Difference: -1 May 31, 2022: 0	Test alarm failed Difference: -1 May 31, 2022: 0	Average attempts Difference: -0.071 May 31, 2022: 1.18	First attempt ratio May 31, 2022: 1.25 41.72%	No contact to portal Difference: -1 May 31, 2022: 42	GSM failures Difference: -301 May 31, 2022: 27	Roamings Difference: -47801 May 31, 2022: 235
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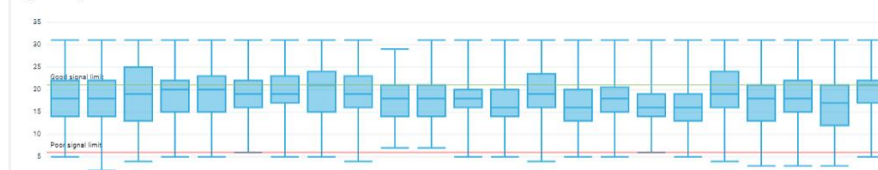
Signal strength distribution



Distribution (per group)



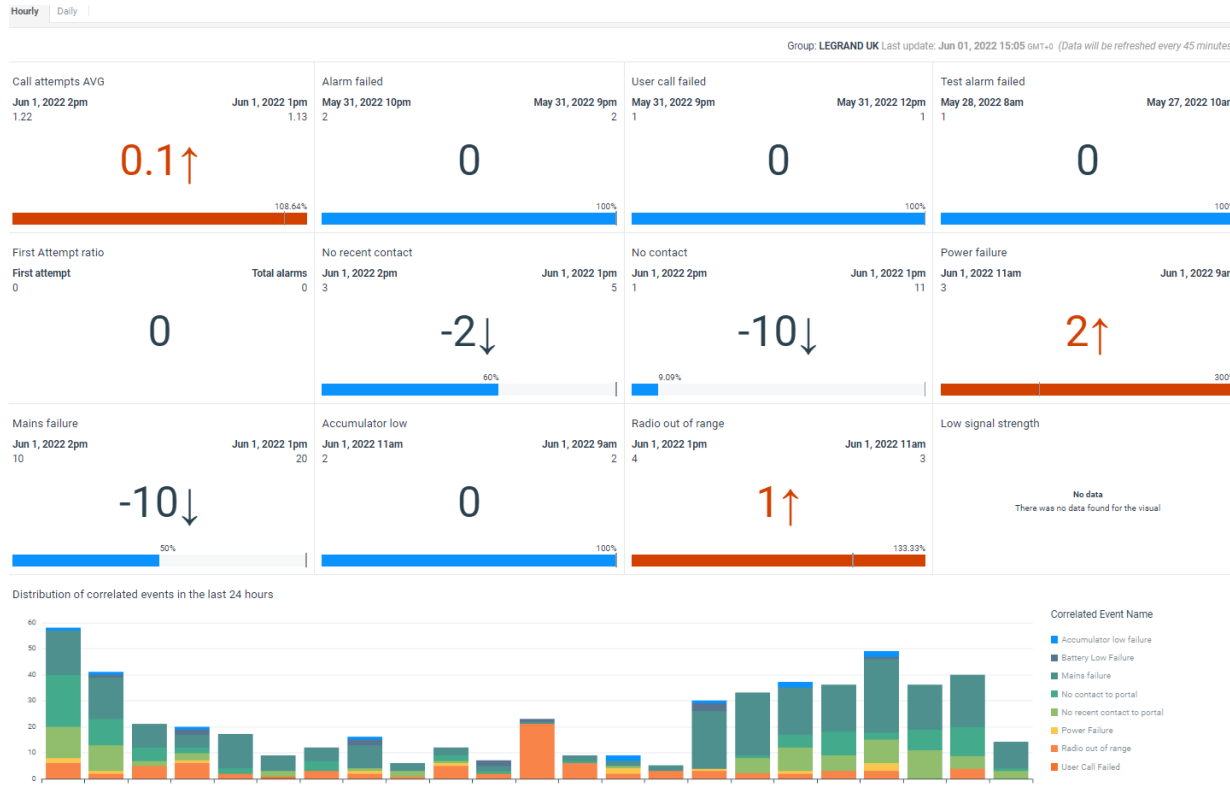
Signal strength evolution



Affected devices

Serial number	Alarm code	Model	Group
Total			
30000001	995		
30000104	10003		
30000113	995		
30000117	62388		1 ALL
30000122	4335		
30000126	20006		
30000128	20014		
30000129	20004		
30000150	22163		
30000248	60006		et
30000285	880301		

SENDING NOTIFICATIONS



 **legrand**[®] | care

**We are stronger
together**

Thankyou for listening

