



TSA Members Event

# Three ways Appello expect the sector to develop over the next five years

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# 1 The Ongoing Digital Transformation in the Housing Sector

## First Time Call Failure Rates



2024  
Average

20%



2025  
Average

23%



# 2 Increase in demand for analogue to digital converters

Property Name	Walton Court				
Highest Rate of First Time Call Failure	100%				
Equipment Manufacturer	Tunstall				
Analogue Protocol(s)	TT92				
Analogue to Digital Convertor Installed	Appello SmartBridge				
Date of Installation	October 2024				

	Jul 2024	Aug 2024	Sept 2024	Oct 2024	Nov 2024
Total Calls	29	11	21	18	TBC
First Time Call Failure	89.66%	90.91%	100%	83.33%	n/a



# 3 Importance of data in ARC's to deliver personalised services

