



Transforming housing for our older people through digital innovation and technology

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Introducing Appello

Leading the way with digital telecare and Technology Enabled Care services

- We have over 30 years experience in delivering telecare services to housing providers and local authorities.
- Developed the first end-to-end digital telecare solution in 2016, which has gone on to become the widest deployed system in the UK.
- Over 500 developments and over 20,000 residents benefitting from our award winning, digital telecare service, Smart Living Solutions (SLS).
- Over 2 millions digital calls have been placed across our digital systems.
- We also operate across multiple sites the UK's largest telecare monitoring centre with c300,000 connections.
- Our monitoring centre utilise our award winning, cloud hosted monitoring platform, CareNet.

**From property to people,
each Housing Provider
will have their own
priorities...**

**Technology and
Innovation will be an
instrumental part of the
strategy to meet them.**



Why is this the opportune time for adoption of technology?



- Innovation
- Health service capacity
- Working environment
- Social Care
- COVID-19



Digital Infrastructure

Enabling Change

- Telecoms network migrating from analogue to digital. – Project already progressing.
- 298 stop sells in place by April '22.¹
- In Wales, Caergwrle in Flintshire became one of the first places to receive a Stop Sell on PSTN services in June 2021. Many more including exchanges in Gwynedd, Wrexham and Vale of Glamorgan have followed.
- Impact on TEC services is currently at a c10-12% First Time Call Failure rate.
- 'Digital compatible' services with digital protocols have been confirmed as the best way to mitigate any risks.
- This is an opportunity for the adoption of greater services.

¹ <https://www.btwholesale.com/assets/documents/products-and-services/hosted-communications/all-ip/btw-product-stop-sells.pdf>



Expectations

Enabling Change

- 8 out of 10 people aged 65+ agree that if they were looking for a retirement property for themselves, or a loved one, the ability to see via video, communicate and provide access to someone at the front door who is requesting access to their property, would make a property more desirable than other comparable retirement properties on the market.
- 85% of people aged 65+ agree that if they were looking for a retirement property for themselves, or a loved one, the ability to have access to the internet via WiFi in their own home, and around communal areas, would make a property more desirable than other comparable retirement properties on the market.

Changing perceptions towards technology

Market insights from Appello

Independent research of 123 social, retirement and local authority housing professionals, undertaken with the Housing Learning and Innovation Network (LIN) in April 2021.



- **79%** of housing providers feel there has been an increase in interest in technology amongst supported housing customers as a result of COVID-19
- **66%** of housing providers are confident they will keep pace with changing customer expectations towards technology, 26% are unsure and 8% are not confident.
- **89%** of housing providers believe their frontline staff have a greater appetite for using technology due to COVID-19
- **82%** of housing providers believe that changes in perceptions towards technology will have a long-term influence beyond COVID-19
- **62%** of housing providers say their investment in technology will increase following COVID-19, 36% think it won't change significantly, 1% think it will reduce.
- **26%** of housing providers think they will significantly increase their remote working for traditionally site staff, **37%** will slightly increase, 24% are unsure and 13% will make no changes.

Short – Medium term Technology Enabled Care (TEC) trends
3 themes that cover 6 trends now and in the coming years.



People Centric



Interoperability



Insightful Data



Proactivity



Integrated automation



Outcome focussed



Location Independent



Anywhere operations



Remote servicing

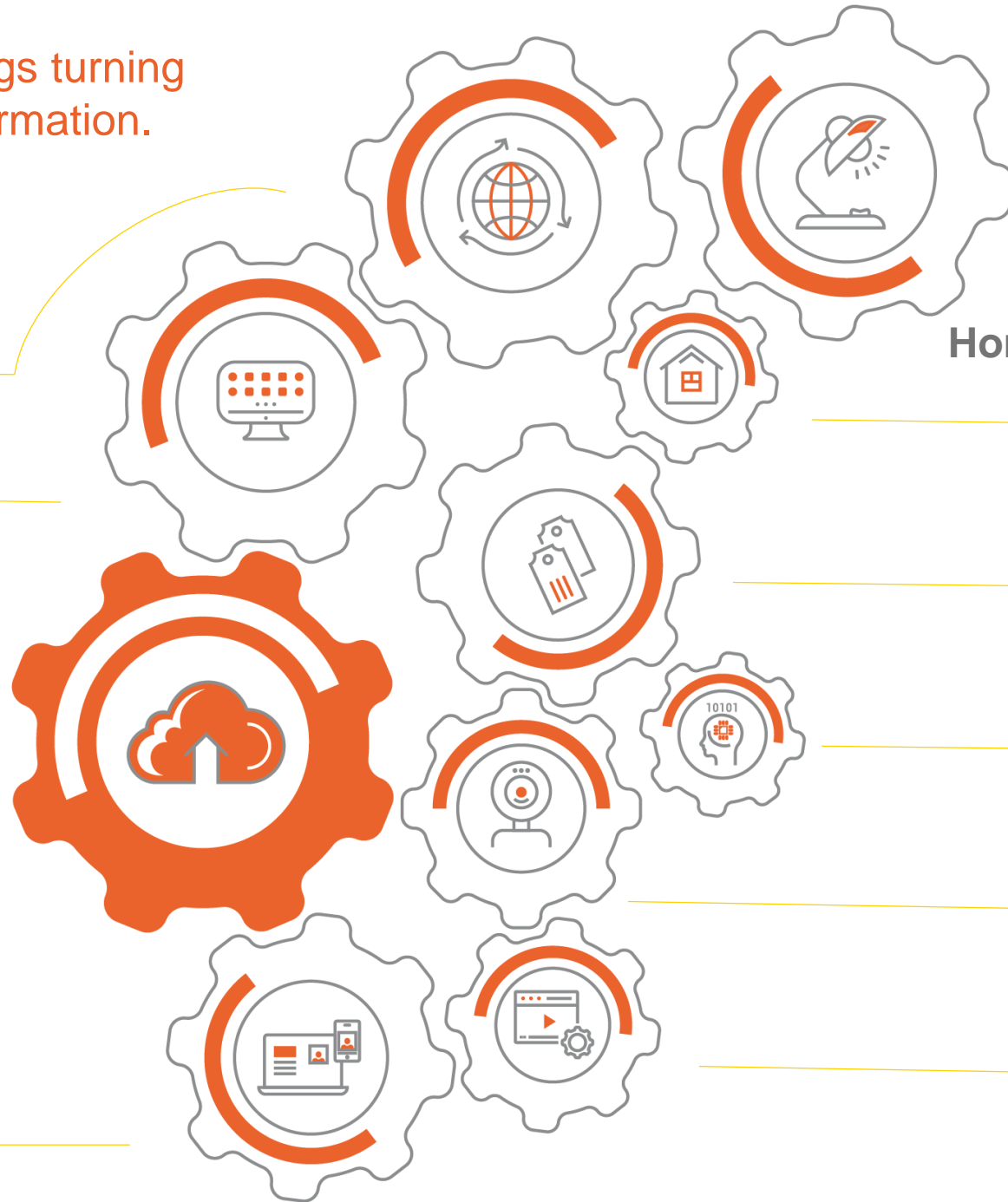
The **technology** cogs turning the wheel of transformation.

Internet

Big Data

Cloud

Mobile Internet



Internet of Things

Home Automation / Smart Living

Online Services

Artificial Intelligence (Ai)

Robotics

Digital Media

How technology can improve outcomes

For service users and those delivering services





Basic
Digital

Smart Living
Solutions

Smart Living Solutions transform the
Emergency Call System experience



Discover our SmartTEC suite
Watch the video



Appello SmartTEC

Our range of digital products

Smart Living Solutions



SmartConnect



SmartLife



Hardwired



Dispersed



Mitigating the risks of a digital network upgrade

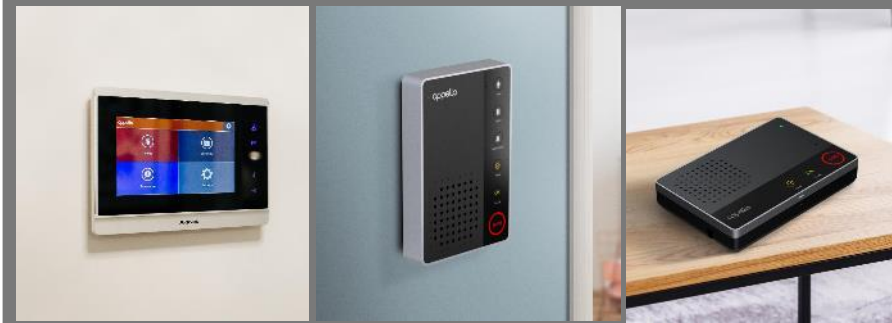
Comparison

	Analogue	Appello DigitalBridge	Hybrid Solution	SmartConnect	Smart Living Solutions
Digital Network Ready (Mitigated Call Failures)		✓	✓	✓	✓
Dual Speech (i.e Normal two-way conversation)		✓	✓	✓	✓
3s Connection Speed to the monitoring centre			10 - 30s	✓	✓
Simultaneous Calling (no call queues)			Max 2	Max 4	✓
I'm OK notifications			*	✓	✓
Cloud Management application			*	✓	✓
TLS Encryption				✓	✓
Video/Voice Calling			*		✓
Integrated Video Door Entry			*		✓
Wifi / Bluetooth Connectivity			*		✓
Customisable and branded user interface					✓
Application for functionality on personal devices					✓
3 rd Party Integrations					✓

* Model Dependent

Cloud managed equipment

The Appello Cloud



SmartTEC portfolio

- Supported by a suite of connected cloud services
- All end to end digital using VoIP, TLS encryption and open UK and European standard protocols
- Tested with Legrand Jontek, Enovation UMO and Appello CareNet
- All cloud services interact with any other service in the suite



Mitigate risks of call failures on analogue equipment



Access and update customer information anywhere



Integrate and analyse 3rd party wellbeing technologies



Unprecedented ability to manage digital calls



Manage and control your site equipment from anywhere



Manage equipment across a portfolio of properties



Smart Living Solutions

Designed to transform the delivery of supported housing and enhance the wellbeing of services users

Smart Living Solutions (SLS) is the market leading digital system with over 500 schemes deployed.

- Designed for the UK's digital telecoms infrastructure, SLS is proven to enhance safety and wellbeing in your customers home.
- SLS is open protocol using the industry approved digital NOW-IP to increase customer choice
- Bringing people together with easy to use digital technology, reducing social isolation and delivering a community environment.
- Flexible connectivity and integration which enables you to expand your suite of services.



Features Snapshot

Smart Living Solutions

LivingHub

With optional, customisable and branded user interface provides residents with access to all the services and functionalities available.

Pendant

A uniquely designed jewellery pendant included with the LivingHub.

Video Communication

Reduce social isolation and enable greater communication within a development.

Video Door Entry

See and hear who is requesting access to the property, grant/decline access.

I'm OK

Enable residents to let staff know if they require a visit.

WiFi Hotspot (Optional)

The LivingHub can provide as a WiFi hotspot enabling residents to connect to the internet from their own devices.

Bluetooth Compatibility (Optional)

The LivingHub can connect to a range of Bluetooth speakers providing two-way audio anywhere in the home.

TLS encryption for cyber safety

Transport Layer Security (TLS) for the transporting of data over networks.

Smarter Living (Optional)

Integration with smart home and IOT devices to create smarter living environments for personalised need. From controlling lights to opening blinds.



SmartConnect

Providing you with the essentials of digital Technology Enabled Care – a safe connection

SmartConnect - the answer for those who need to replace existing equipment with digital technology.

- SmartConnect was developed to enable a digital system to be deployed on existing wiring.
- Part of our SmartTEC range, SmartConnect is an SLS alternative to those beginning their digital transformation journey.
- SmartConnect ensures the essential safety benefits of digital telecare are accessible to everyone.
- SmartConnect is designed to use existing traditional cabling or structured CAT 5 connectivity.
- Compatible with the UK's digital telecoms network NOW-IP and BS8521-2.



Features and Benefits

SmartConnect

Existing Infrastructure

Utilise existing multicore bus wiring where appropriate.

Speech Unit

Stylish and unobtrusive unit that fits with the appearance of other modern technologies in the home.

Pendant

A uniquely designed jewellery pendant included with the speech unit.

Voice Communication

Reduce social isolation and enable greater communication within a development with calling from site staff to residents.

I'm OK

Enable residents to let staff know if they require a visit.

Simultaneous Calls

No call queues, multiple lines connecting to the monitoring centre (four max.).

Digital Experience

Approx. 3sec connection time to the monitoring centre with crystal clear dual speech.

TLS encryption for cyber safety

Transport Layer Security (TLS) for the transporting of data over networks.

Broadcast Announcements

Broadcast communications to all SmartConnect speech units within a property at the same time.



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 peripherals.
- 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.



Features and Benefits

SmartLife

Unprecedented Digital Connectivity

Offers both digital fixed line and mobile network connectivity. It operates on a range of alarm protocols including SCAIP (EN50134-9), NOWIP (BS8521-2) and 4G LTE/GSM.

Legacy Compatible

Analogue equipped ARCs can connect via PSTN through BS8521-1 protocol.

Interoperable

Compatible with peripheral radio telecare devices manufactured by Appello, Tunstall and Cair.

I'm OK

Allows residents to let staff know if they require a visit.

Speech Unit

Stylish and unobtrusive unit that fits with the appearance of other modern technologies in the home.

Bluetooth Compatible

SmartLife can connect to a range of Bluetooth speakers providing two-way audio anywhere in the home.

Digital Experience

Approx. 3sec connection time to any digital monitoring centre with crystal clear dual speech.

TLS encryption for cyber security

Transport Layer Security (TLS) for the transporting of data over networks.

Cloud Control

Upgrades and programming/re-programming can all be done via Appello Nexus.



Case Study

Cardiff Council and Appello

Sue Frost, Community Living Co-Ordinator
&
Victor Williams, Resident





Questions

