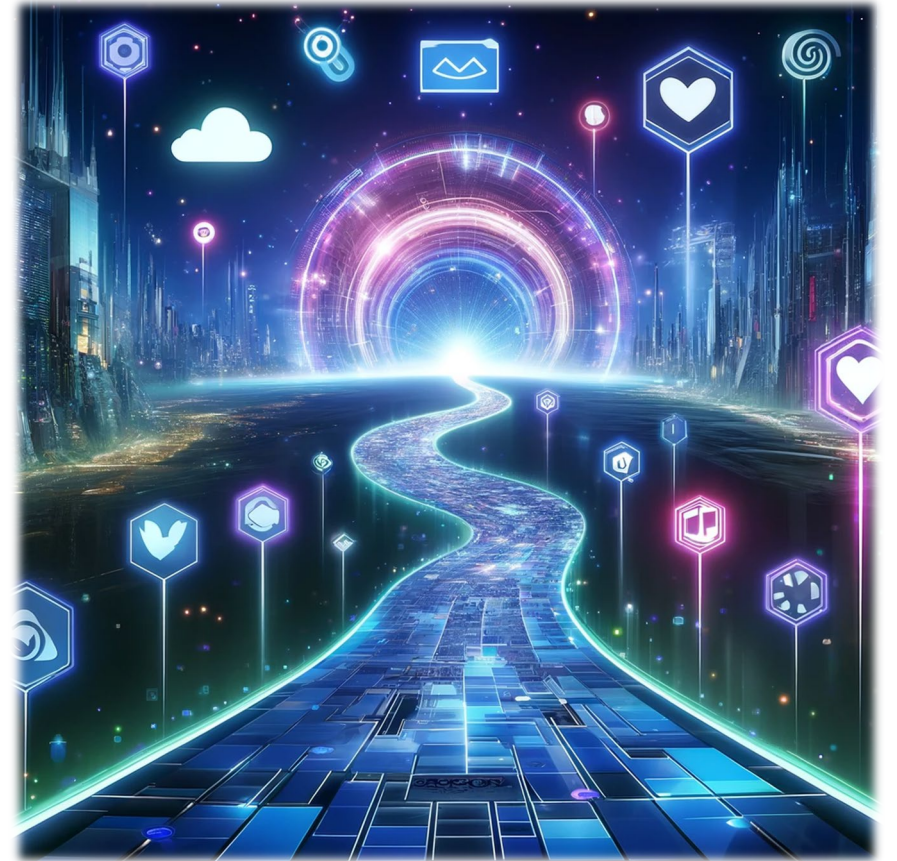




# Digital Switchover in Sunderland

# The Journey

- Digital upgrade of call handling commenced in 2022
- Completed August 2023
- Between August – October 2023, the team moved to a testing phase
- Full scale installations commenced November 2023
- Promoted and explained the digital switch to customers
- Target completion of December 2024



# What were the hurdles

- Delays in upgrade of call handling platform and hardware
- Issues with existing 'digital ready' units
- Customers been transferred without notification
- Telephony outages.
- Peripheral availability
- Dispersed unit availability



# Scammers

In July of 2023, the service began receiving reports of customers been contacted from companies purporting to be the Telecare Service. They would tell the customers things like:-

- Your service needs to be transferred to digital
- Your service will end soon and we are arranging a replacement
- We have won the contract in Sunderland for Telecare and will be replacing your unit.

The call would always lead to the customer informed of a hefty charge for equipment and monthly ongoing costs. Some of these companies had legitimate looking websites.

What we did:-

- We worked with customers, families, trading standards and the TSA to investigate the companies where possible.
- Ensured that all customers who had paid for one of the services, received a refund.
- We wrote to all customers advising them of scams and how to avoid them.
- We have a continuous message on Social Media

# Opportunities

- **Improved Call Quality:** Digital telephony offers clearer, more reliable voice communication, reducing misunderstandings and ensuring better interaction between Telecare users and service providers
- **Integration with Internet of Things (IoT):** Digital telephony allows for the integration of Telecare devices with IoT technology, enabling a wide range of smart devices to monitor health conditions, detect falls, and alert caregivers in real-time
- **Enhanced Data Transmission:** Digital systems support the transmission of various data types, such as video calls, images, and sensor data, providing more comprehensive care and quicker response times.
- **Upgradability:** Software updates can be rolled out remotely, improving functionality without the need for physical modifications to the system.
- **Faster Connection Times:** Digital lines can establish connections more quickly, which is vital in emergency situations where every second counts.
- **Proactive Monitoring:** Continuous monitoring can detect anomalies in health or environment, prompting pre-emptive actions and reducing the risk of severe incidents.

# Questions