

# Answer-Link 3G

Telecare Response Centre



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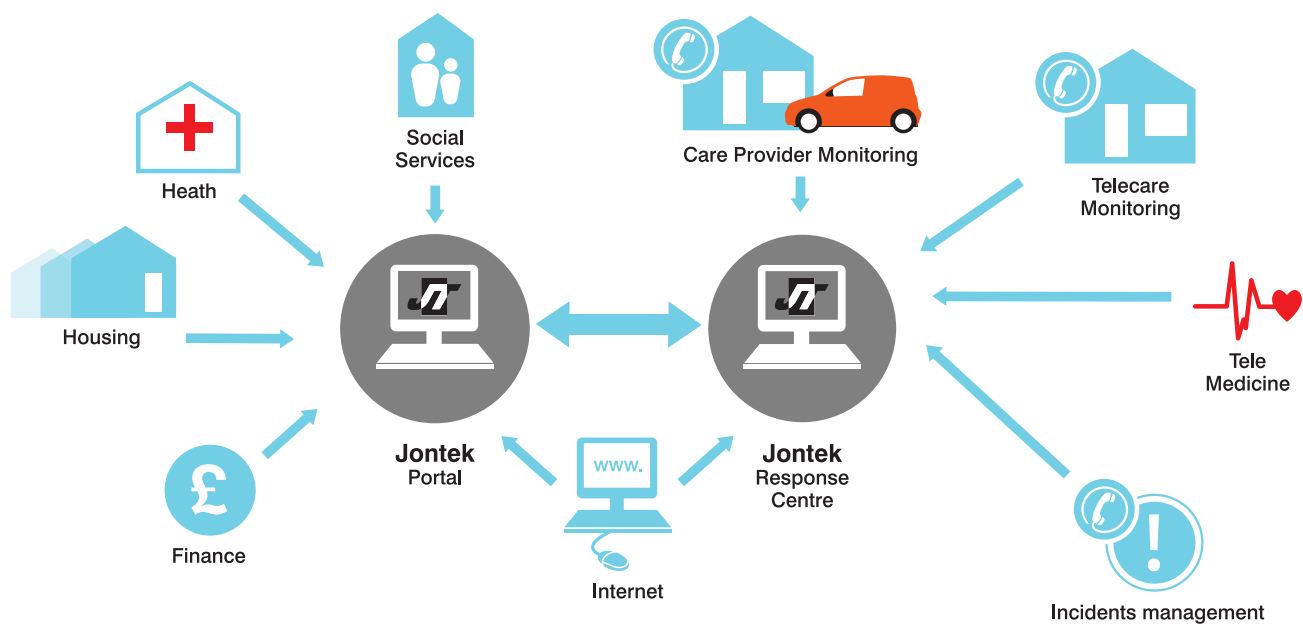
## Telecare Response Centre

Answer-Link 3G is the latest generation of Telecare Response Centres to be provided by Jontek and has been developed in response to customer requests for a cost-effective solution that gives greater flexibility, ease of use and improved reliability.

The system is fully Web enabled, complies with the TSA Codes of Practice and is in line with the Supporting People requirements for more flexible and cost-effective methods of working.

The system has a powerful yet user friendly reporting facility which allows for our clients to produce the vast array of reports required, and assists them to provide a High Quality and Efficient Telecare Monitoring Service in an ever more demanding climate.

Our integrated Software and Telephony solutions not only meet today's needs but will evolve in line with your growth in services and the demands of Government and will thus ensure that we continue to meet our clients' needs in the future.



### Meets the requirements of IT departments

Our Systems have been developed to comply with all of the current Government legislation for the provision of services to the elderly, namely The National Care Standards, Fairer Charging Policies, CSCI, e-GIF (Government IT Web Standards) and the Electronic Social Care Records (ESCR).

Fully Web-enabled in line with the Government e-GIF Policies.

Allows greater integration between Social Services and Health and Housing, thus enabling information to be exchanged between their various databases.

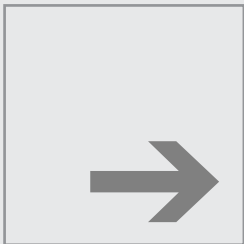
Fully scaleable, Answer-link 3G has no practical limit to the number of Clients being monitored or the number of users.

The application utilises SQL Server, is a Smart Client, requires no installation and can be run as a desk top application or within a browser. It is a rich GUI and does not rely on having Citrix installed.

### Enhanced compatibility means greater choice

Fully compatible with all European manufacturers' related TeleCare and Tele-Medicine products,

Answer-Link 3G allows you to choose the right equipment that suits both your budget and your clients' evolving needs.



## Answer-link 3G Features

### Telecare

Fully compatible with the latest range of Telecare equipment from ALL of the leading UK Telecare and Social Alarm equipment suppliers.

### Telemedicine

Can be developed to interface to a wide range of Telemedicine equipment from the main UK Telemedicine equipment suppliers.

### Reporting

The Answer-link 3G system will allow searching/filtering of any field on the database. This then allows a series of filters to be applied in order to build up intelligent queries. This powerful feature allows users to report on any aspect of their clients database and these 'bespoke reports' can then be saved for future use. In addition, all reports can be exported in a variety of formats Excel, MSWord, XML, PDF etc and then scheduled to be emailed on a regular basis to other personnel and departments.

### Flexible Hosting Solution

Allows multiple databases to co-exist for more flexible day-time/night-time Disaster Recovery solutions amongst multiple centre sites. The system

is unique in that it can identify the alarm unit using CLI when there are duplicate alarm ID's eliminating the need to reprogram large numbers of alarm units.

Another major consideration is that because it does not rely on calls being transferred/diverted over the telephone network (as per some other hosted solutions) it does not suffer the delays in call response times and degradation in reliability ensuring you can continue to offer the high quality of service required.

### Flexible Home Working

Allows a more flexible work force, e.g. operators can be based at Home, in line with the Governments' home working Policy.

### Remote Connectivity

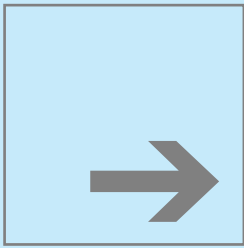
The Answer-link 3G system will allow Secure Remote access to client information for data maintenance and reporting purposes. This is especially useful if you provide monitoring for neighbouring authorities and Housing Associations.

### Flexible Working Using lap Tops

The Answer-link 3G system will allow 'floating' workstations whereby you are able to access the system from any terminal on your corporate network.



For more Information visit our Web Site [www.jontek.com](http://www.jontek.com)  
Tel: 0161 430 3366 Email: [sales@jontek.co.uk](mailto:sales@jontek.co.uk)



## Optional Modules

Jontek have developed a number of optional software packages designed to enhance your Telecare Response Centre System. These can be added as and when required allowing the system to develop and meet your needs for the future. New bolt on Software packages are being continually developed. Further details are available from the Jontek sales support department.



### Alarm Installations and Requests Management Software

All referrals for Telecare Equipment, personal and professional, are managed from the initial request through the various decision making steps up to and including installation. The management reports feature monitors the achievement of the key performance indicators relevant to the service.

### Lone Worker Monitoring System

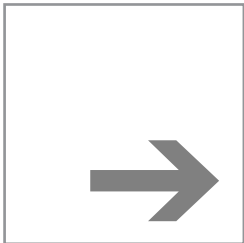
The Answer-link 3G system has an integral Lone Worker Monitoring Facility which allows Lone Workers to remotely enter their visit information utilising voice menu prompts without the need for operator intervention. Alerts can be set against the arrival time or the duration of the visit. Alerts are handled in a similar manner to Telecare Alarm calls and all responses and follow up actions are fully audited for reporting purposes.

### Incidents Management System

This facility allows the recording of a wide variety of Incidents e.g. Out of Hours Repairs, Highways, Environmental Health, Noise Nuisance etc. All the information recorded can then be managed and subsequently reported on and a full case history report can be produced in seconds. This form can then be faxed or emailed directly to the appropriate department, company or tradesmen. It allows Incident forms to be opened from within a client record and automatically populate the property details.

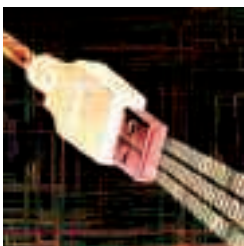
### Single Assessment and Supporting People Assessment Data capture

The system provides electronic forms for Single Assessment and Supporting People Assessment forms (as per the current government standard format) which can be completed On Line utilising Palm Tops, PDA's etc. This allows assessments to be carried out in clients' homes and the information captured by the system and attached to the clients record without the need to re-enter the data manually. This information can then be made available to the various other partner agencies.



## Answer-link 3G Technical Details

The application utilises SQL Server, is a Smart Client, requires no installation and can be run as a desk-top application or within a browser. It is a rich GUI and does not rely on having Citrix installed.



### Fully Scaleable Solution

No practical limit on the number of lines and call handling stations.

### Corporate PABX Interface

Calls can be handled on your corporate PABX, there is no dedicated handset/headset required. You can also use IP phones or soft phones - completely flexible.

### Flexible Telephone Line Technology

Allows calls to be handled from Analogue Telephone lines, ISDN30 and IP based protocols.

### VOIP

Makes use of VOIP allowing flexibility on where calls handling stations are located. For home working all that would be required would be a lap top, soft phone and a headset plugged into the lap top.

In the event of handling calls at alternative sites, no telephone lines or calls need to be diverted which often incurs considerable additional call costs and risk, as access is via the wide or local area network.