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A digital age for people of all ages

We have a vision, a society where vulnerable people of all ages live in a safe and supported environment. Our mission is to enable our customers to provide technology supported services to vulnerable people anytime and anywhere, in cooperation with all stakeholders.

To achieve this, the UMO platform is sharing information securely between the monitoring centre and the people out and about who have permission to use it. This is done through a new range of UMO Apps and web portals which are easy to use through smart phones and tablets. Professionals access the data they need when visiting the people that they assist, including name, address, appointment details, directions and a service and call history. Vital details about the person's current health and

wellbeing can be fed back to the monitoring centre in real time, alerting professionals to changes in circumstances which require preventive action. Similar tools will keep relatives informed about the wellbeing of their parents and grandparents.

Together with our customers, we are striving to make the benefits of the digital age more accessible to people of all ages.



Paul Shead
Managing Director Verklizan Ltd



UMO Apps make the monitoring centre accessible anytime, anywhere

Integrated UMO Apps assist telecare professionals with their daily duties. Wouldn't it be great if a caregiver could concentrate on the client, instead of data management? Verklizan is launching a range of new apps for tablets and smartphones that allow professionals on location to interact with the monitoring centre and the UMO database.

First example: The UMO Responder App sends caregivers a request to visit a client, for instance a client who has fallen. The necessary client information is immediately available for the mobile care responder on location. UMO monitors the whole process without direct involvement from an operator, but alerts if the care responder does not arrive when expected. After responding, the caregiver can enter additional information about the client, which is valuable for keeping client records up-to-date. This app is now available in six languages.

Second example: The UMO Intaker App enables on-location, real-time data entry. Using dedicated wizards, the

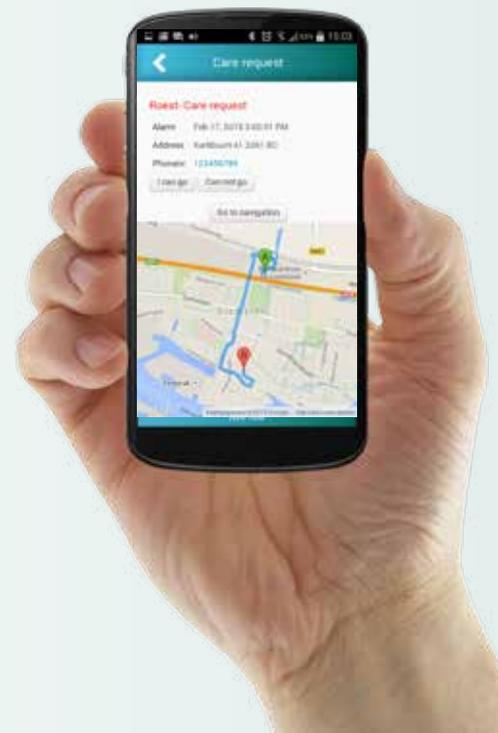
total time needed for data entry can be reduced dramatically. Signing of contracts on the tablet is supported, which reduces paper work even more. It leaves the care worker more time for speaking with the client. Quality is improved, as accurate information is immediately available in the monitoring centre. The UMO Intaker App will be available next year.

These are just two examples of UMO Apps. Verklizan will extend its range of new apps step by step. We believe in the added value of these apps, because apps can improve efficiency of both monitoring centre processes and home visits. At the same time, the quality of data exchanges improves and professionals can concentrate on their

primary tasks. What do you think? Please contact us when you would like a demonstration or if you have information on how future UMO Apps can support your goals.

More information?

Please contact us and call +44 (0)844 5611814.



MyUMO: Online portal for end-users to access UMO client information

Maintaining customer relationships is an important aspect of building a successful organisation. With MyUMO Web we offer a web portal solution for monitoring centres, focused on end-users and their loved ones.

The portal can be tailored to your needs and wishes. MyUMO could provide end-users with access to their client information and let them send update requests directly to the UMO platform. It could also be used for up-selling, offering other services provided by your organisation. The MyUMO Web portal can be branded to meet your corporate identity with your own logo.



First project in Belgium

Our Belgium UMO customer 'Wit-Gele Kruis Antwerpen' uses MyUMO in daily practice. MyUMO helps provide a service to support end-users maintaining a structured daily life. Through the MyUMO portal the end-user or his/her relative(s) can access their own UMO calendar. Appointments are synchronised with the UMO platform. This allows the operator to make reminder calls as the user prefers, without any paper work. The experiences during this project also contribute to a further

optimisation of MyUMO. This is just one example of a monitoring centre goal, reached with MyUMO.

More information?

Please contact us and call +44 (0)844 5611814.



Verklizan opens branch office in France

Verklizan continues its European expansion by establishing a new branch in France by the beginning of next year. The office is located in the heart of France's capital Paris, only a fifteen-minute walk away from the Eiffel Tower.

Besides our French customers, the subsidiary will also be responsible for the French speaking parts of Belgium and Switzerland.

For the last three years, Verklizan has been operating in the French market. The creation of a French subsidiary is the logical consequence of our growth

strategy in order to meet the rising demand for our innovative solutions, and to provide our customers with more extensive services on-site. The French market comprises around 600,000 subscribers, making it the third biggest European telecare and telehealth market, after the United Kingdom and Germany. The market growth rate exceeds the European average, so a huge potential lies ahead for our company.

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Cooperation is our road to success

UMO Certified Partner Programme

In the past 20 years, Verklizan has become an international organisation with activities in 16 countries on 2 continents. While our vision of providing an open and independent platform for monitoring centres has not changed, the playing field has become larger.

The UMO platform owes a large part of its success to the growing network of product partners. Today, we have established more than 200 interfaces towards the UMO platform with approximately 90 innovative partners.

UMO Certified Partner Programme

In order to establish an interface to the UMO platform and to assure the technical quality, we have developed the UMO Certified Partner Programme. After validating the interface, the product partner is supported by Verklizan to present the certified

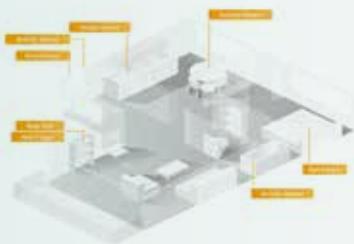
solution(s) to the international network of UMO users.

Verklizan recently launched a 'hosted UMO platform' in order to facilitate Verklizan product partners to demonstrate their certified UMO interface(s) to UMO customers and prospects. Furthermore, we also try to work more closely together with our partners in local markets/countries, where we both operate. By strengthening our partnership, synergies are created for Verklizan, the product partners and UMO customers.

Some of our recent partners and their interface are:

DomoSafety – DomoCare

DomoSafety has developed a unique preventive approach by using a smart behavior analysis algorithm that allows for a flexible, self-learning and personalised proprietary system. The system detects situations beyond the norm and alerts the corresponding caregiver (emergency call centre, nurse, doctor, family, etc) based on a two-level alarm system.



www.domo-safety.com

Limmex – Limmex Watch

The vision of Limmex is to guarantee optimal support for people who are in an emergency. To achieve this vision, Limmex combines the finest tradition of Swiss watchmakers' art with innovative communication and security technology.



www.limmex.com

Vivago – DOMI en CARE watch

Vivago is a pioneer in personal health care technology and provides smart safety and wellbeing solutions. Vivago DOMI is a new kind of care phone that supports independent living at home. DOMI fulfills the requirements of a traditional care phone; additionally, it is able to call for help in unpredictable situations. Vivago's CARE watch recognizes changes in its user's wellbeing and is able to call automatically for help in situations where the person is not able to do so.



Vivago

www.vivago.com

Essence: Transition of security to care



Convergence of services has been a most significant trend in the telecommunications sector of recent years. Similarly, security and social care service providers are realizing the need to increase revenue by offering new, complementary services.

easy-to-install monitoring system and a professional intelligent home care solution. This solution complements an existing security service offering.

website: www.essence-grp.com

Bundling a variety of these services is beneficial to the customer by decreasing the total cost of home services. We have already begun to see traditional security providers leveraging their placement in the home to offer social alarms and more advanced care services.

monitoring experience allowing independence for seniors and peace of mind to their loved ones.

Care@Home™ is a UMO certified solution that allows healthcare and security service providers the opportunity to expand their business with additional services. These include emergency alerting, a customisable,

Essence, as a powerhouse in wireless residential security systems, epitomises this convergence with the Essence Care@Home™ multi service platform, an Aging-in-Place product suite that offers a seamless health



UMO SIP receiver - the ultimate in digital call handling

SIP is a highly flexible, digital way to receive alarms, alerts and calls in UMO. Digital alarms can be monitored together with calls from traditional telephone alarm units via a SIP trunk. This enables monitoring centres to significantly reduce line rental and outbound call costs.

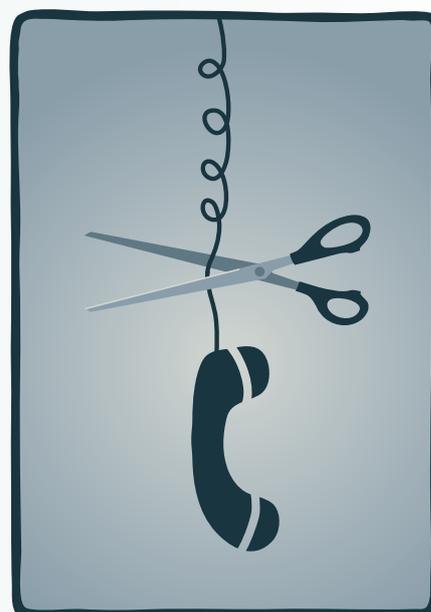
Many telephone providers can migrate existing analogue telephone lines to a SIP trunk, allowing the monitoring centre to go digital without having to reprogramme thousands of telecare alarms. With SIP, line capacity can be increased quickly and the numbers are portable if the centre has to be relocated in the future. Furthermore, the centre can

offer telephone numbers that appear to be in any location, inside or outside the UK.

Business continuity is easier, as numbers can be rerouted instantly by web portals, and unlike ISDN, individual numbers can be routed to different destinations.

More information?

Please contact us and call +44 (0)844 5611814 .



Medvivo migrate to UMO to support innovation in telecare and assistive technology

Medvivo Careline is the Technology Enabled care Services (TECS) line of business of Medvivo Group Limited. Medvivo group is a leading provider of integrated care services including GP out of hours services, clinical triage services for telehealth and service platforms such as Urgent Care at Home.

The Medvivo Careline service currently monitors and supports telecare service users from its two call centres and provides other services such as out of hours call handling and lone worker monitoring. A strategic review concluded that the telecare monitoring platforms in use would not be suitable for Medvivo's future business needs.

A comprehensive product selection took place with a checklist of requirements:

- A single replacement system using digital telephony and spanning across both call centre locations
- A comprehensive information management system to enable ad hoc, bespoke and scheduled reports
- The ability to monitor the movement of mobile teams using GPS tracking
- No restrictions to the type of alarm equipment that can be monitored
- The ability to receive automated customer referrals and to integrate with third party systems
- An integrated solution to support end to end service user lifecycle, stock management and contract invoicing to reduce administrative overhead.

Graham Jones, Director of Technology Enabled Care Services said: "The results of the product selection were unequivocal: The UMO platform from Verklizan best met the interoperability and system integration requirements which would streamline call monitoring, CRM, mobile response management and scheduling processes. It also offered a more robust and solid foundation on which to base future Technology Enabled Care Services (TECS) delivery. Medvivo are excited about the opportunities that the UMO platform opens up for a refreshed set of service offerings for existing and new service users, referrers, commissioners and partners."



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