

Meet the latest addition to the team

Since joining Verklizan in May 2012, it has been a rollercoaster ride for Mark Taylor.

His background has been in the provision of 1st and 2nd line IT support for major IT businesses, so he has had to learn all about the myriad of dispersed alarms, schemes and protocols that are very specific to the telecare industry. Verklizan provides 24/7 Helpdesk support, and Mark's role is Customer Support Technician, providing customers and Verklizan engineers with week day technical support. Mark will start the ball rolling to resolve your technical query – he will be delighted to discuss the finer points of UMO...and music, barista coffee and the weekend's football!



Verklizan, Microsoft Certified Partner

Two years ago, Verklizan was certified as a Microsoft 'Silver Independent Software Vendor Partner'. From November 2012 this will become the 'Application Integration' competency.

According to Microsoft, Silver competencies represent partners who have consistent capability and solid expertise within a specific Microsoft solution area. Partners must have two individuals associated to their company who pass various exams, have three customer references for their solution area, and most competencies require one individual to pass a licensing assessment and one individual to pass a sales assessment. Application Integration partners specialise in integrated solutions that connect business critical information.

The added value for Verklizan is early access to the latest Microsoft technologies and development tools. This enables us to keep track of, and use, state of the art technology to always improve the UMO platform.

Microsoft Partner
Silver Independent Software Vendor (ISV)



Solutions is a newsletter published by Verklizan.

Verklizan Ltd
The Business Centre
Futures Park
Bacup OL13 0BB
United Kingdom

t +44 (0)844 561 18 14
f +44 (0)161 261 47 82

info@verklizan.co.uk
www.verklizan.co.uk

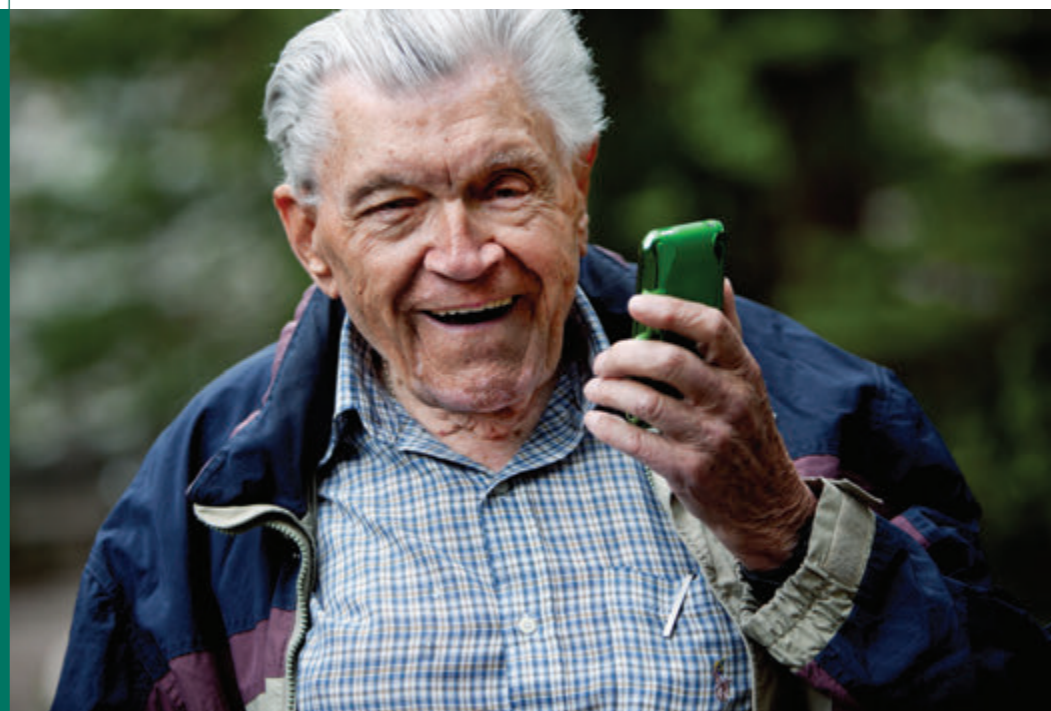


IN THIS ISSUE:

- Pg 1** Proud of our past, focused on the future
- Pg 2** Verklizan launches Assisted Living International Research Project
- Pg 3** Verklizan – the real name for Novalarm
- Pg 3** Astraline launches Callsafe
- Pg 4** New partnership in Portugal
- Pg 5** Meet the latest addition to our team
- Pg 5** Verklizan, Microsoft Certified Partner
- Pg 6** Invicta grows to 106,000 connections with UMO

solutions

No. 4 | November 2012



Invicta Telecare grows to 106,000 connections with UMO

Invicta Telecare is now monitoring a record 106,000 connections using UMO, consolidating its position as the largest independent telecare service provider in the UK.

The latest figures are welcome news to Invicta, who recently invested in the UMO platform from Verklizan. The investment is part of Invicta's strategy to grow the business and provide more flexible solutions to new and existing customers.

UMO is compatible with an enormous range of equipment, from telecare through to telehealth and from telephone based equipment through to digital devices connecting over the internet. UMO allows connection from many different suppliers. The new technology enables Invicta to open up the market and provide comprehensive, tailored services to all its customers.



Invicta has invested heavily over the past 18 months to ensure its technology is fit for the future. By 2025, the number

of people over the age of 85 is predicted to have increased by 70% to 1.9 million. Over the next 50 years the number of over 65s is estimated to rise from 9.3 million to 16.8 million.

Wendy Darling, Managing Director Invicta Telecare said: "Achieving 106,000 connections is a significant milestone for Invicta and the demand for our telecare services is set to increase even further as our ageing population increases. UMO has given us the competitive edge: it has played a significant role in strengthening our business, enabling us to open up the market and widen the choice available to our customers. The new technology is vital in helping Invicta secure its reputation – now and in the future – as

the leading independent telecare service provider."

Paul Shead, Managing Director at Verklizan Ltd said: "Invicta Telecare now has a state-of-the-art monitoring platform, migrated to a fully digital infrastructure and designed with levels of flexibility, accessibility and reliability that are unsurpassed in the telecare monitoring sector. I am delighted with the close and proactive working relationship between our organisations, ensuring that Invicta will continue to provide high quality, innovative and scalable services for the future."

Part of Circle Anglia – one of the UK's leading providers of social housing – Invicta Telecare offers a comprehensive range of Telecare services to help vulnerable people, both young and old, to remain living in their own home.

www.invictatelecare.co.uk

proud of our past, focused on the future

This year, we are celebrating our 5th birthday as Novalarm (Verklizan Ltd), while our parent company reaches a milestone: the Verklizan group is 30 years old in 2013. We have much to celebrate, with over 260 organisations using our UMO platform to monitor over 800,000 people across Europe using a wide range of telecare and telehealth devices.

In the UK, our business continues to expand, mirrored by our customer's growth – Invicta Telecare recently announced a record 106,000 connections monitored through UMO.

As part of our evolution as an international group, we have decided to phase

out the Novalarm trading name and use Verklizan in all 14 countries in which we operate. In addition, we are building on the wide and valuable experience we have gained across all these countries by launching an

exciting new international research project about the uptake of Assisted Living Technology across Europe...keep on reading for further information.

The UMO platform goes from strength to strength, with many new innovations for integrated services, for

monitoring telecare, telehealth, lone worker and video, alongside the provision of call centre services. We have an exciting product roadmap with UMO-X, extending the monitoring platform to allow direct and smart interaction with care professionals using mobile technology.

In May, I was delighted to be appointed to the TSA board, elected to represent the supply sector, and this will be the fourth year that we sponsor the TSA International Telecare and Telehealth Conference (November 12th-14th in Birmingham). You can find me there at the Verklizan stand No.14 and the TSA stand No.19... or possibly at the bar!

Paul Shead, Managing Director



Verklizan launches Assisted Living International Research Project

Today, the UMO platform from Verklizan provides more than 800,000 people in 14 European countries with access to Assisted Living Technology – or ‘ALT’. Now Verklizan has launched an international research project: Scientists in Berlin (Germany), Utrecht (The Netherlands), Coventry (United Kingdom) and Madrid (Spain) want to understand why many people still do not use the benefits of technological support in everyday life.

There are many technologies that support everyday life, but so far, ALT products have not made a major impact on the European market, although the demand is huge. 45 million people in the EU are dependent on assistance and as the demographics change, enquiries for support in everyday life can only increase.

In spite of the demand, the acceptance for ALT technologies is still relatively low. In Britain, only 15 per cent of older people use a home emergency

call system. In other European countries, the proportion of emergency call users is even lower. For example, in Germany the proportion is less than three per cent.

Such figures pose a question: How can we raise the acceptance of technological support for everyday life? An answer is required urgently because the number of older people will increase significantly in the coming years. Therefore, at the end of September, Verklizan launched a trans-national and inter-disciplinary

research project called ‘Adoption of Assisted Living Technology (ALT) in Europe’.

Every single day Verklizan is confronted with the latest developments in the area of Assisted Living Technology. UMO has long been developed to provide multi-functional services for providing technological support for everyday life, not just for monitoring emergency call systems. In the next twelve months the researchers of the Verklizan project will explore the important factors that have a positive or negative influence on the acceptance of such ALT applications.

“I THINK OUR PROJECT CAN SEND OUT VALUABLE SIGNALS AND IMPULSES FOR THE FUTURE OF THE WHOLE SECTOR”

The project will also provide more transparency by the Europe-wide comparison of services and products in the ALT market. “I think our project can send out valuable signals and impulses for the future of the whole sector”, says Ivan Djordjevic, CEO of Verklizan Germany. “Besides, our customers could profit even more from the international orientation and the unique branch network of the Verklizan group.”

Verklizan will present and publish the research findings and recommendations in spring 2014.



Verklizan, the real name for Novalarm

Up until now, Verklizan Ltd has been known in the UK as Novalarm, a trading name used since 2008 when the UK subsidiary was first established.

Since then, the Verklizan group has achieved great success throughout Europe. Verklizan is the market leader for monitoring systems in The Netherlands, Germany, Switzerland and Austria and we continue to grow every year. There are now over 800,000 people being monitored by 260 organisations using the UMO platform in 14 countries.

Verklizan has become the recognized name across these countries for providing the innovative and universally interoperable UMO platform for monitoring telecare, telehealth, video, lone worker and mobile devices. Here in the UK, the time is now right to leave the Novalarm trading name behind in favour of Verklizan.

The word ‘Verklizan’ was created from the names of the Dutch engineers who first set up the company in The Netherlands back in 1983, most of whom still manage the business today.



One question often asked is how to pronounce Verklizan. As a guide, ‘Ver’ rhymes with ‘fur’, ‘kli’

sounds like the start of ‘clip’ and ‘zan’ rhymes with ‘man’.

The Verklizan identity is evolving alongside the business: the same Verklizan logo will be used across the world, with one focus in each and every country: intelligent software for monitoring centres. Customers use UMO to grow and develop their own innovative services at the forefront of the telecare and telehealth sector.

A fundamental part of the global approach is to provide high-quality, open platforms with integrity. Verklizan does not compete with device manufacturers and only provides monitoring systems. This allows active cooperation with the vast majority of other suppliers to ensure interoperability, using open communication protocols wherever possible and bespoke protocols only when necessary.

Astraline launches Callsafe

Astraline, part of ‘Johnnie’ Johnson Housing Trust, was the first customer in the UK to adopt the UMO monitoring platform in 2008 and is long established as a TSA accredited monitoring service for sheltered housing and corporate clients.

Astraline have now launched a monitoring service specifically designed for individuals: the stylish personal alarm is simple to order through their online shop, with easy ways to pay for the service.

Visit www.callsafe.org for more information.



New Partnership in Portugal

Verklizan Spain is delighted to announce a partnership with Portuguese HopeCare.

Hope Care is a company focused on providing telehealth services and ensuring the availability of data and information to customers and their carers. The Hope Care telehealth system allows the remote monitoring of a patient or elderly person to improve their mobility, comfort and safety. This system allows people at risk to have their health status in continually monitored.

The aim is to improve the quality of life of customers, increasing their comfort and safety. All this is through a network of partners communicating the reading of several bio-signals, that will cause the most appropriate response: analysis, alerts or sending status reports.

Alongside the technological component, Hope Care implements various health services support, such as:

- » 24 hours Nursing Helpline
- » Monitoring and support
- » Dispatch of doctors to urgent alerts
- » Sending ambulances to the home

The founder of HopeCare, Jose Paulo Carvalho, comments “The flexibility and freedom of choice that comes with the UMO platform was the key factor to partner with Verklizan”.

“FOR BOTH ORGANIZATIONS THIS IS A SIGNIFICANT MOVE FORWARD TO COMBINE TELECARE WITH TELEHEALTH SERVICES, PROVIDED USING THE UMO PLATFORM”

Joaquin Paya, Managing Director Verklizan Spain

