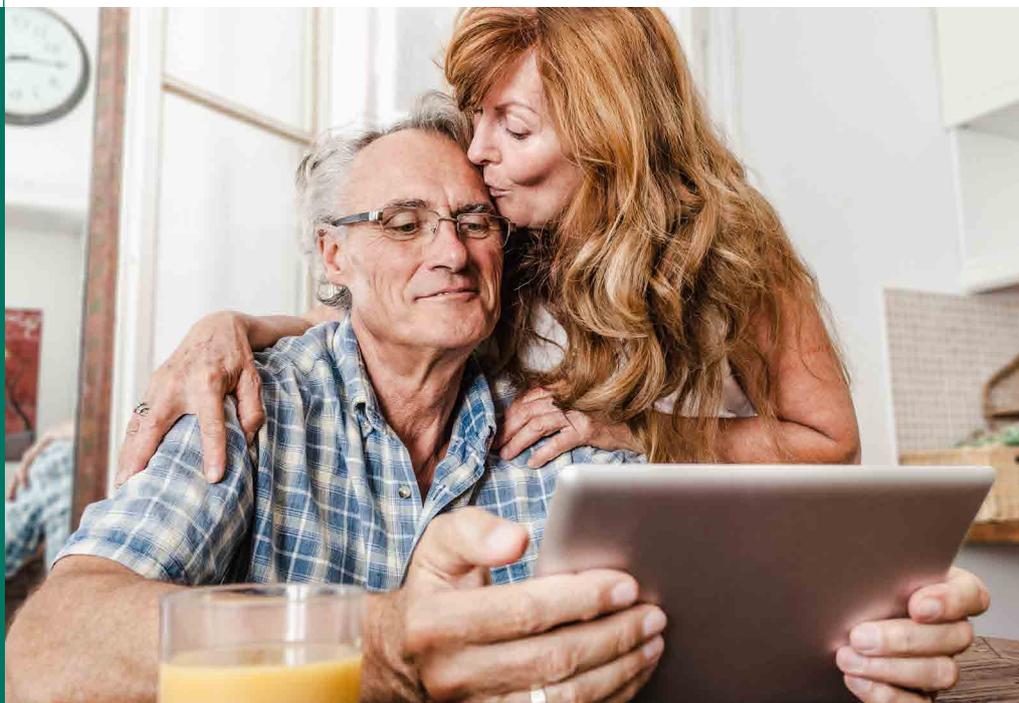


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Celebrating 30 years of Verklizan

In 1983, the band “Kajagoogoo” were high in the charts with “Too Shy”, with Limahl sporting a non-too-shy peacock mullet. Clark Kent was battling his “gone bad” self in Superman III, and Ewoks were fighting off storm troopers in Return of the Jedi. I was wearing white socks with my school uniform and wearing my tie back to front “skinny style”. The same year in Holland, three young engineers formed a company called Verklizan.

In 2013, thirty years later, Verklizan has grown beyond all expectations. Our UMO monitoring platform is now in use by 267 organisations across 14 countries, providing telecare and telehealth services to over 850,000 people. This year we celebrate other important anniversaries across the

group: UMO was born 20 years ago, our business in Germany is now 10 years old, the Spanish subsidiary is 6 and the UK business is 5 years old.

The UMO platform continues to evolve, with a new range of mobile apps, tablet apps and web portals

being launched as a suite of “uCare” tools. uCare allows mobile staff to view, edit and manage data in UMO, and communicate effectively with staff at the monitoring centre using integrated messaging instead of relying only on telephone calls. This is revolutionising the delivery of services, facilitating major service redesign.

We look forward to the next 30 years – and perhaps by then, my white socks will be back in fashion again!

Paul Shead, Managing Director, Verklizan Ltd



Astraline Renews UMO Contract

Jacqui Galley, Contracts Manager Astraline | Paul Shead, Managing Director Verklizan | Rob Johnson, Head of Business Services "Johnnie" Johnson HT

Verklizan is delighted to announce that Astraline has chosen to continue delivering their monitoring services using UMO platform. Rob Johnson, Head of Business Services at "Johnnie" Johnson Housing Association, tells the story...

Astraline is a TSA accredited ARC based in Poynton, Cheshire and is part of "Johnnie" Johnson Housing. Established in 2000, and benefitting from being part of a housing association with over 40 years of experience, Astraline has around 80 corporate clients from a variety of industries. We offer monitoring and call handling services including telecare, lone worker monitoring, anti-social behaviour logging and out of hours call handling.

As the first organisation in the UK to implement UMO, Astraline is proud of its history of working with Verklizan over the past 5 years to maximise our use of the UMO platform. UMO's open protocol approach enables Astraline to monitor any industry standard devices, and future-proofs our

investment. Using UMO enables Astraline to offer bespoke services to meet the needs of clients. One particularly valuable feature is the ability for us to offer our clients a hosted solution. This allows a client to take their own calls during working hours using Astraline's UMO system, and then hand over to Astraline for the out of hours shifts, safe in the knowledge that this is a seamless transition without the need for any data transfer – it's all in our system already! For many clients this can be a 'win / win' scenario, enabling them to benefit from Astraline's investment in the UMO technology, and Astraline's proven 24/7 operation, but also allowing the client to retain their own direct service to their residents during 'core' hours. The client can also directly access our UMO

database to maintain their residents' data themselves, again removing the need for exchanging sensitive information.

We are looking forward to a range of new features that Verklizan are developing as part of their UMO roadmap, created in consultation with us and other UMO users across Europe. With our UMO rental contract, we have the facility to trial these at no cost, allowing Astraline to evaluate the benefits and practical applications before choosing to deploy a range of new and innovative services for our clients.



Early indicators

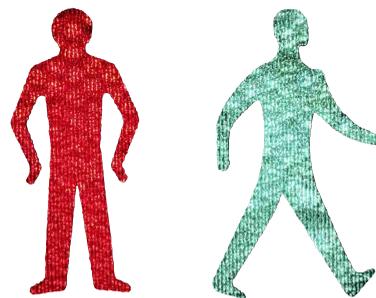
“I am finding walking increasingly difficult”. “Ellen has made an alarm call three times this week”. “Gerry is looking a little off colour”. “Alan didn’t want his lunch today”. These are just a few examples of the many signals that indicate a possible decline in health. At present, “early indicators” like this tend to be lost in the system – stored in people’s heads but unable to be shared, or buried in a care report.

It is too costly for service providers to install technology such as telecare sensors and telehealth equipment for all elderly or vulnerable people. Service providers are faced with a growing population with increasing demands, while coping with decreasing resources.

Detecting and flagging early indicators provides a low cost method to identify those people in a larger group who are declining in health and enable early intervention.

Monitoring centres using the UMO platform can collect, analyze and highlight indicators with little or no

additional equipment required in the home and in a way which is not stressful for the person or service provider staff. Part of the suite of uCare services integrated within UMO, early indicators have been developed in cooperation with universities and specialized companies. Please contact Verklizan for more details.



Newsflash – industry leading telecare providers and our close partners Invicta Telecare are now called Centra. Their new identity represents Centra’s new integrated care, support and telecare service. Find them at the TSA conference or visit the new website for more information www.centragroup.org.uk .

Research project on monitoring walking speed

In cooperation with our partner McRoberts, Verklizan has started a research project on monitoring the walking speed of elderly people in their home environment.

When people walk, they use a large number of crucial organs like the heart, lungs, brains, bones, muscles and joints. Scientific research proves that the walking speed of people is an important early indicator of their general state of health.

During this project, elderly people will independently monitor their

walking speed and send this information to the UMO platform. To minimize investments in

equipment, infrastructure and training, Verklizan built a cost effective and scalable solution to measure the walking speed at home using Interactive Voice Response (IVR) technology: the service user simply uses their own telephone to call the UMO platform, which automates the procedure.

Globally there is only very limited experience regarding the monitoring

of walking speed at home, which makes this a unique research project. Due to the simplicity this may become an important method to monitor large groups of people in order to identify deterioration at an early stage and bigger problems can be prevented.

The results are expected in the 2nd quarter of 2014.

This project is carried out in collaboration with:

mcroberts

uCare with UMO

The UMO platform was born twenty years ago in 1993 as a bespoke piece of hardware/software used for “emergency care at a distance”. Since then, it has evolved into the world’s most advanced monitoring platform for combined telecare and telehealth services.

New technologies, customer requests and launching in new markets are all drivers to continually develop and refine the UMO platform. The latest developments include uCare, allowing stakeholders providing services across the whole system to use UMO to communicate effectively and share information. Information held in the UMO database can be accessed by mobile professional teams, monitoring centre staff and multiple external departments using a suite of tools such as professional applications, web portals, tablet apps and mobile apps. This creates a network for the delivery of flexible services which are both reactive and proactive, allowing the effective gathering, integration and communication of early indicators of declining health. uCare creates triggers to offer early interventions to your clients for a better quality of life.



Unique, integrated services from CVCR

This year Community Voice Careline Response celebrates 26 years of providing quality services to enable people to live independently in their own homes. Wherever possible, CVCR provides end to end telecare and support services, with needs and risk assessment, installation, monitoring, response and domiciliary care through to crisis care response. Services are tailored to the person from a menu of services and equipment, ensuring the services are cost effective and appropriate. CVCR link in with other organisations and charities such as "Homeground" to find funding for those people who cannot afford to pay for services themselves.

Accredited to the TSA Code of Practice and also to CHAS, CVCR ensure high quality standards across all services provided. CQC registration enables direct personal care to be a uniquely integrated part of the portfolio. Responders are trained to assist with lifting and avoiding unnecessary ambulance callouts. Working in partnership with Local Authorities, other providers and our monitoring platform provider Verklizan enables CVCR to bring a bespoke solution to the challenges that the economic climate and funding cuts bring. The UMO platform is at the heart of the CVCR telecare monitoring operation, with added tools such as integrated lone worker protection and home visit monitoring.

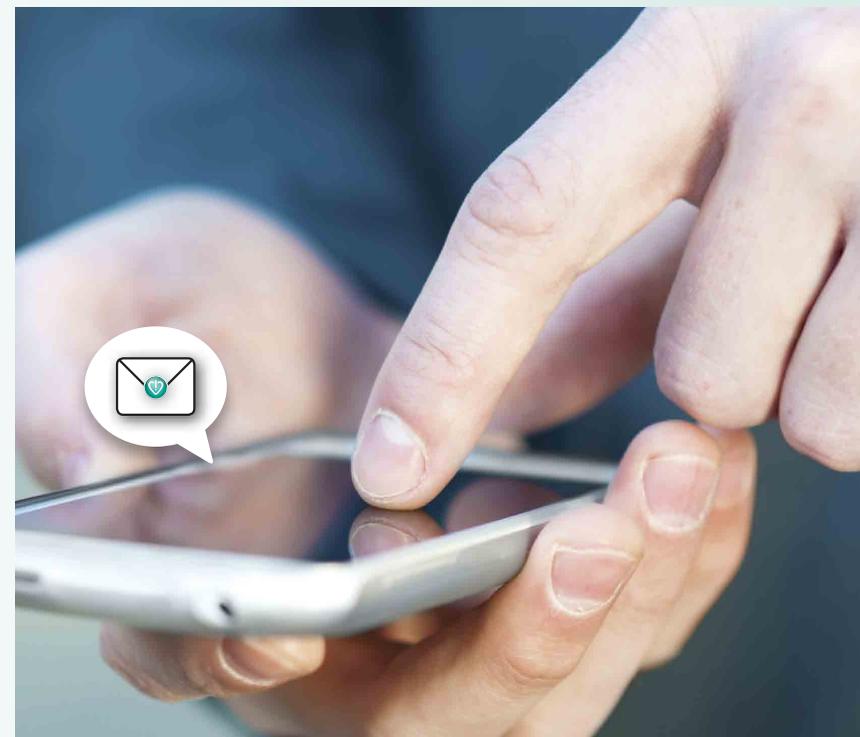


Suffolk Careline launched

CVCR formed a Community Interest Company with Suffolk County Council as a 50/50 partnership, called Suffolk Careline, providing county-wide monitoring, response, installations, a wide range of assistive technology and Crisis Response. The aim is to promote the Telecare and Assistive Technology services and raise awareness of what is available to allow people to remain in their own homes safely and cost effectively. Suffolk Careline use the UMO platform to seamlessly deploy services through multiple offices across England.

New Reassurance and Reminder services with UMO

Verklizan has launched its new Reassurance and Reminder service, which provides organisations using the UMO platform with the ability to deliver automated messages by telephone calls and text messages. This is achieved at scale without added investment in resources or infrastructure. With a multitude of new features, UMO delivers new core technologies for breakthrough communication efficiency and scalability. The Reassurance and Reminder service has the capacity to deliver upwards of 750,000 phone calls and 20 million SMS messages each day, with instant scalability if required.



The service works by automatically calling a user on their home or mobile telephone at scheduled times. Messages can be selected from a menu, or personalised. The user is guided by a spoken voice, and interacts with the service simply by pressing one or two keys on the telephone handset. The messaging platform can also send an SMS text as an alternative contact method, with the service user responding by SMS. Alerts appear in UMO for follow up if scheduled calls are not acknowledged or require action. Examples of applications include:

- » **Automated Reassurance Calls** peace of mind for service users and their family, reducing fear of isolation and reducing the workload of operators at the monitoring centre
- » **Automated Medication Reminders** improved medication adherence, contributing to reducing hospital admissions

- » **Automated General Reminders** appointments, eat meals, exercise, drink water
- » **Automated Personalised Reminders** record and send messages in any language via a phone call or SMS

A web tool allows monitoring centres to set up the service users and schedule the calls and SMS texts to match the needs of the user, such as once only, daily, weekdays, weekly and weekends.

The Reassurance and Reminder service has shown to provide immediate reassurance and peace of mind to service users, their families and carers, increase medication adherence, reduce hospital admissions and enable people to better manage long term conditions and to live longer independently at home. "Reassurance and Reminder is an exciting enhancement, which

introduces significant new benefits and improved service offerings," said Paul Shead, Verklizan's Managing Director. "We want every UMO user to experience the latest features and the most advanced technologies."

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