

ENOVATION UMO - CERTIFIED PRODUCT PARTNER PROGRAMME

Get connected to the leading international
monitoring centre software platform



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Enovation

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INTRODUCTION

Enovation manufactures the Enovation UMO, the leading open and independent monitoring centre software platform for telecare, telehealth and security service providers. The Enovation UMO manages a large variety of health, safety and security services using an all-in-one software platform. Our customers range from (home-) care organisations and private monitoring centres to housing cooperatives and security companies.

From our head office in the Netherlands, our subsidiaries in Germany, the United Kingdom, Spain, France and the USA the Enovation UMO is used in 18 countries across the world (01.2020).

Open platform philosophy

The key strength of the Enovation UMO is our open platform philosophy, which enables interfacing with many products, applications and services. We therefore work closely with a growing group of product partners who have established validated interfaces to the Enovation UMO.

Certified interfaces with the Enovation UMO gives partners the opportunity to offer products and services to a growing global network of UMO customers. This certification is essential to offer high quality and reliable interfaces to UMO monitoring centres.

Wide range of services connected to Enovation UMO

Continuous innovations in technologies and services result in a broadening range of services connected to monitoring centres. Examples of services and applications connected to UMO today are:

- Telecare
- Telecare IP
- Smart sensor solutions
- Telehealth / E-health
- Nurse call systems
- Mobile alarming
- Video calls
- Video monitoring
- Lone worker
- Bring your own device app's

Certification for quality assurance and optimised support

The growing number of services, devices and interfaces connected to UMO comes with a growing responsibility to maintain a reliable and stable platform for our customers. In order to assure this reliability and to be able to provide accurate support the certification of interfaces between partners and UMO became a crucial component to strengthen our philosophy. The UMO Certified Product Partner Programme is the foundation to offer this to all stakeholders.

1 HOW TO CONNECT YOUR SOLUTION(S)

There are many possibilities to establish an interface with the Enovation UMO. Depending on the partner's solution, its functionalities and capabilities, the most appropriate approach is explored and defined in consultation and coordinated by the Enovation head office in the Netherlands. We build on over 20 years of experience with the UMO to assist partners by defining the appropriate interface solution. In addition, we are continuously expanding the interface possibilities to meet standards and developments of today and tomorrow.

The primary questions in the initial phase of the process

During the introduction stage, the main elements and components on both sides are explored to identify the general interface approach:

What are the functionalities included in the partner's solution?

- Data (alarm data, position information, telehealth data)
- Voice
- Video

What are the communication carriers the partner's solution supports?

- PSTN/GSM
- IP
- SMS

What type of events can be triggered by the partner's solution?

- Alarm triggers
- Sensor alarms (video, activity, smoke, etc.)
- Technical alarms (battery, connection, etc.)

"A CERTIFIED INTERFACE WITH THE ENOVATION UMO GIVES PARTNERS THE OPPORTUNITY TO OFFER PRODUCTS AND SERVICES"

The most common ways of establishing an interface with the Enovation UMO

1. Use an existing protocol in the Enovation UMO protocol library

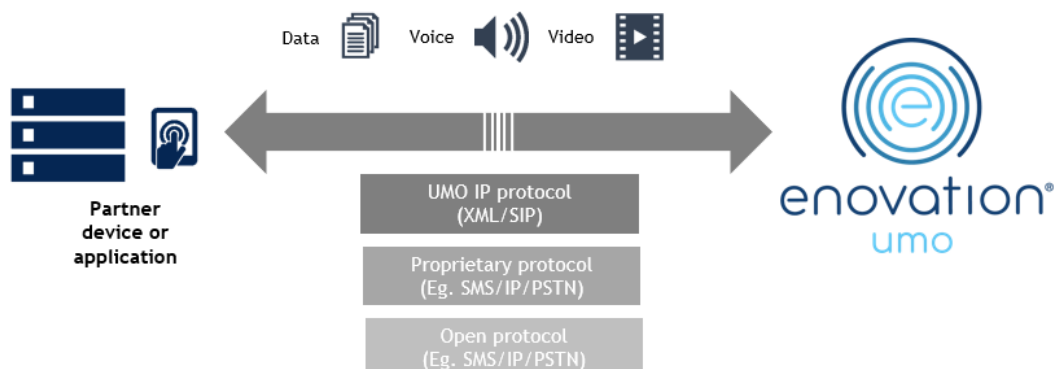
In the Enovation UMO, we already support many protocols for various purposes. Partners to build an interface towards these existing protocols can use the UMO IP protocol and available open protocols (e.g. BS8521, SCAIP, PaSOS).

Estimated lead time of 6-8 weeks.

2. Enovation to implement (proprietary) partner protocol

If partner requires having its own (proprietary) protocol integrated in Enovation UMO, we will provide the partner with a proposal including effort and costs based on the protocol specification.

Estimated lead time of 16+ weeks.



2 WHAT IS INCLUDED?

The UMO Certified Product Partner Programme includes both technical and commercial support for partners to develop and maintain a functional and validated interface for solution(s) to the Enovation UMO.

Technical support & FAT validation

A structured development process enables us to support partners in working towards the development of a final interface, which is officially validated by performing a Factory Acceptance Test (FAT).

During this FAT validation, we test the correct operation of the interface and all its functions. This is crucial to be able to guarantee reliable communication exchange with the operational Enovation UMOs. After performing the FAT, an official document is prepared which will be signed both by Enovation and by the partner organisation.

With a FAT in place, UMO users across all the countries in which we operate can potentially use the interface.

IMPORTANT NOTE:

Since we offer the Enovation UMO as a modular platform, specific commercial or technical actions could be required before a local UMO user can activate the interface.

Commercial support

With a FAT validated interface in place, we support our partners in presenting their solution(s) and our cooperation to UMO customers across the world. This includes commercial support such as:

- News items in various languages on our websites
- Direct mailings to customers
- Certificate of validated interface(s)
- Listing as partner on Enovation website partner search feature
- UMO customer reference list
- Hosted platform access for live demonstrations
- Invitation to participate in the yearly Enovation Innovation Day
- Enovation showroom presentations

Ongoing cooperation

The Partner programme means we will include the interface in software updates of the Enovation UMO, support activations of the interface at local UMO customers' sites and include the interface in our daily support to customers.

This ongoing cooperation allows new functionalities to be added to existing partner interfaces or new products/services to be developed and validated.

“THIS ONGOING COOPERATION ALLOWS NEW FUNCTIONALITIES TO BE ADDED TO EXISTING INTERFACES OR NEW PRODUCTS/SERVICES TO BE DEVELOPED AND VALIDATED.”



Get started

The process starts by signing the UMO certified partner agreement including NDA. This is the start to exchange technical documentation and perform the technical exploration to define the interface and start the development.

Costs

After FAT validation of the first interface towards the Enovation UMO, the partner officially becomes part of the UMO Certified Partner Programme.

In order to participate in the programme and receive all the support and benefits we charge an annual fee of €1.110 (excl. VAT) (2020).

3 SUMMARY OF THE BENEFITS

Initial development phase



Access to Enovation UMO test facilities during development stage



8 hours technical support to develop the initial interface



First Factory Acceptance Test (FAT)



Start UMO Certified Product Partner Programme



FAT Certificate



Validated interface for potential use by all Enovation UMO customers



Listing on Enovation website



Up to 8 hours technical support annually (support towards customers, updates, new developments, FAT)



Hosted platform for sales demonstrations



Interface included in new Enovation UMO software versions



Access to Enovation UMO test facilities to develop extra functionalities or new interfaces



Other Marketing & Business support



MORE INFORMATION

Are you interested in getting your solution connected to the leading international monitoring centre software platform? Do you have any questions or would you like to explore the possibilities for your organisation?

Please contact our head office in the Netherlands: + +31 (0)88 8 366 366



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