



London Borough of Harrow goes live with Enovation UMO

The London Borough of Harrow has implemented Enovation UMO alarm monitoring solution and went live in January 2021 during the UK's third Covid-19 lockdown. The service supports about 8,000 telecare residents from both Harrow and neighbouring Brent and has been running since the 1980s.

Harrow wanted a digital, cloud-based offering in order to minimise future technical risks, simplify the infrastructure and maximise flexibility. The Enovation UMO cloud solution was well-proven in delivering all these benefits. “The long history of UMO having handled digital devices since 2013 gave us a lot of confidence” said Griselda Colvin, Service Manager- Careline Telecare & Adult Social Care. The system was very attractively priced over the lifetime of the contract, with all costs being evenly spread in known monthly payments that greatly ease financial planning.

The biggest and most unexpected bonus, however, was the quality of the Enovation team. “Nothing was too much trouble and the implementation process was made to be so easy”, Griselda added. The users got to grips with the solution quickly and were well supported, with Enovation’s training and handholding. Now that the system is live, Harrow continues to receive good support from a very responsive team at Enovation. The focus now is to keep up the momentum internally and to ensure that the Enovation UMO reports provide a suite of KPIs and all the management information needed by the TSA and internal stakeholders. In the near future, Harrow will be deploying the Enovation UMO Responder App as a way to support the mobile team and extend the Enovation UMO system into residents’ homes.

 **More information?**

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