



enovation®
care to connect

UMO cx

Multiple Service Centre solution

Why UMO cx?

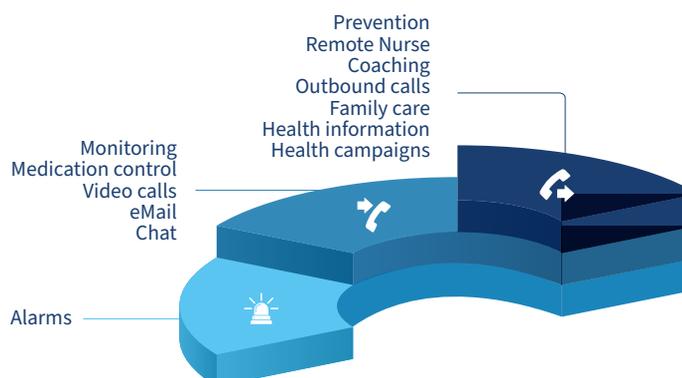
Europe is ageing. Healthcare is changing because the demand for care will increase sharply in the next 20 years. This significantly increases the demand for limited care resources.

We see healthcare changing also because people want to live longer at home. At the same time, the use of eHealth technology and digital care options is growing.

These are the first steps towards a more patient or client focused healthcare system which is based on people being more actively involved in their own health or wellbeing, as a consumer of health & care services.

To effectively enable the participation of clients, there is a need for services to be offered by health, social care, housing organisations and local governments, such as online coaching, digital medication control, remote monitoring and remote care. This is made possible by the use of connected care technology in combination with a consumer experience approach and mindset. This implies that current Alarm Receiving Centres also need to transform into Multiple Services Centres that are able to offer a diverse range of reactive and proactive services to healthcare consumers.

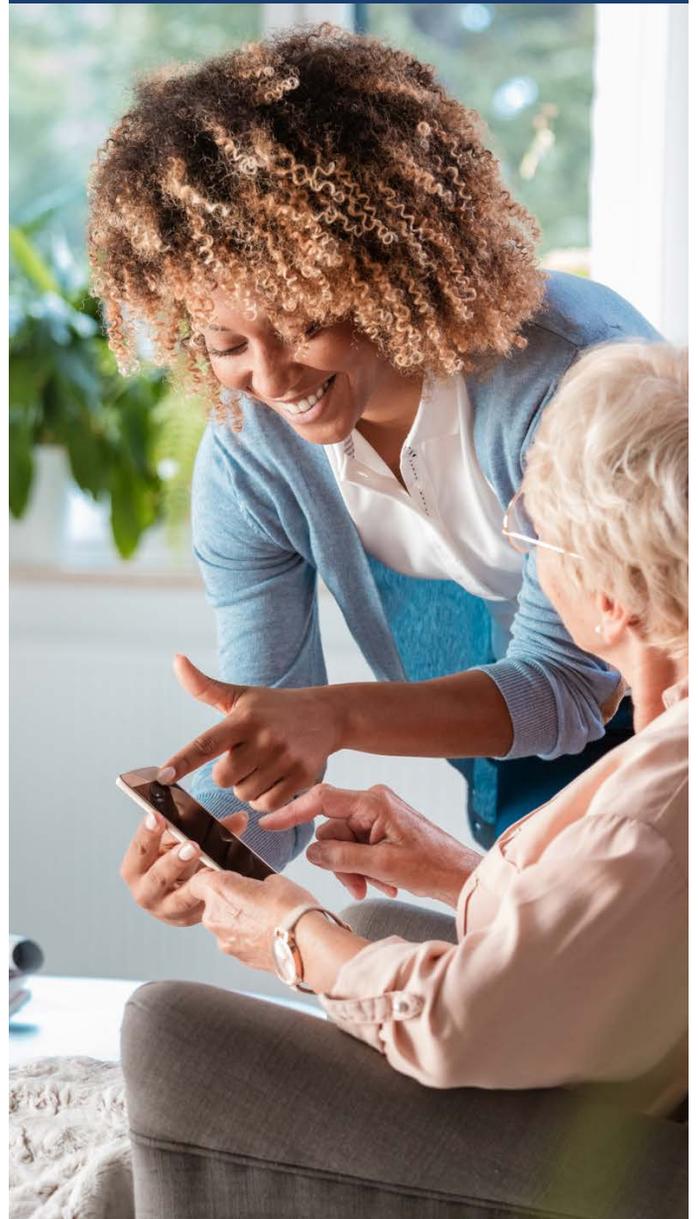
The system that delivers all this is our new UMO cx, where the cx stands for Consumer eXperience. The UMO cx offers all the tools for an organisation to transform from an Alarm Receiving Centre to a Multiple Service Centre providing 'healthcare as a service' and digital care services to patients, clients and citizens.



For who?

- Telecare monitoring centres
- Telehealth monitoring centres
- Customer contact centres
- Housing associations
- Local authorities
- Charities
- Health providers and authorities
- GP's and clinical teams

Active co-operation between stake holders is vital for the successful introduction of innovative services. Enovation is committed to facilitate this between multiple manufacturers and service providers, enabling business models to be applied successfully and at scale.



Business value 360° client interaction

The 360° client interaction not only leads to a higher satisfaction for the client, but also creates clear business value for a Multiple Service Centre with more effective operations by:

- Offering an alarm as quickly as possible to the next available operator with the best suitable skill
- Smart prioritisation
- Live-dashboard and priority interaction

It also gives the possibility to offer services in addition to alarm handling:

- Accessibility services
- Medical services
- Wellbeing services
- Prevention services

The 360° client interaction approach guides the agent into making quicker decisions by providing:

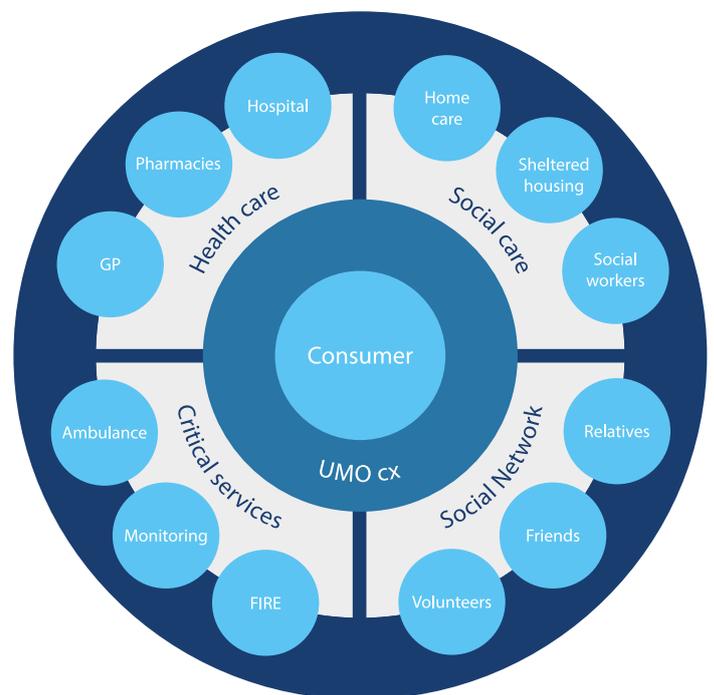
- The right information on the right time
- A script to guide the agent
- A dynamic interface
- Smarter links to external information sources

This all results in more business, a more efficient organisation and the highest satisfaction for the client.



Multiple Service Centre

The demographic changes, attitudes and expectations of healthcare consumers provide a unique opportunity for emergency centres to develop and expand their current activities, especially for our UMO customers who traditionally focus on personal alarms. They have a huge opportunity to expand their business by offering more services so that people can continue to live at home for longer, providing remote care as much as possible.



The Multiple Service Centre is perfectly positioned to bring the social care and medical domain together. By bridging the gaps between health & care providers, social workers, relatives and friends through coordination and alignment, the wellbeing and health of the people in a region will improve at affordable costs.

To do so, the Multiple Service Centre needs an IT-system that has technical connections for information exchange with both domains and works efficiently for agents in a way that gives a consumer experience to the patients or people involved. By having all relevant data, the agent can give better and faster help or answers which leads to improved consumer satisfaction. The system that delivers all of this is our new UMO cx.

UMO cx overview

These are the main characteristics of our UMO cx, fulfilling our promise to make healthcare affordable and of high quality with maximum patient involvement and satisfaction.

Independent & open

- No vendor lock in
- Optimal flexibility
- System integration
- Less customisation needed

Modern architecture

- Fully digital
- Software as a Service
- Cloud based
- Scalable system
- Scalable pricing

24/7 Support

- Anytime
- Anywhere
- Agreed Service levels
- Service desk

360° client interaction

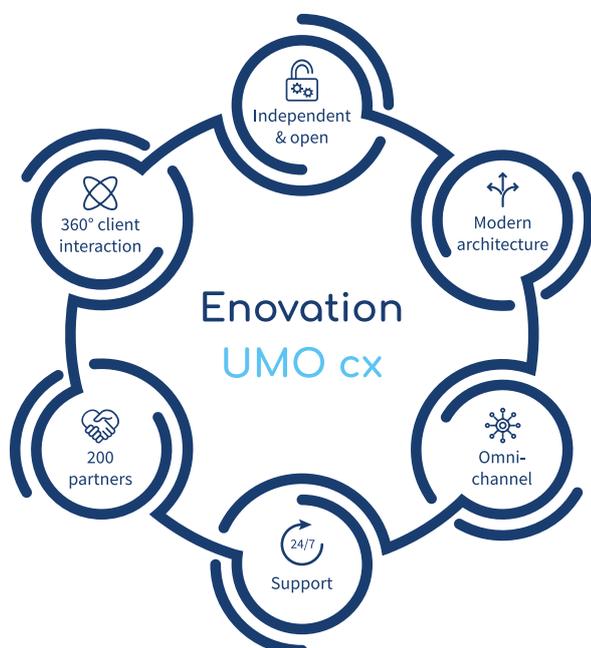
- Social Network
- Social Care & Housing
- Healthcare
- Critical Services

Omnichannel

- Alarm
- Telephone
- E-mail
- Chat
- SMS
- Video
- Healthcare Information Exchange

200 integrated partners

- Community
- Knowledge
- Trusted partner program
- Chain reliability
- Testing program & certification



Partner program

The number of international partners has grown significantly over the last few years: there are now over 300 devices from 200 manufacturers certified through our Partner Program to interoperate with UMO cx.

This offers our customers a large diversity of products and services that can be delivered through UMO cx, ranging from traditional mobile and personal security alarms to a wide range of home automation, telecare and telemedicine applications. UMO cx is interoperable with hundreds of products from a wide range of manufacturers of telecare, telehealth, mobile and video devices.

The 'UMO cx certified partner program' supports the reliability, sustainability and ongoing enhancement of all interfaces with UMO cx.

A comprehensive overview of these capabilities with reference to the relevant partners can be found on our website.



About Enovation

Enovation is the manufacturer of Enovation UMO which is utilised by over 340 monitoring centre customers to provide telecare monitoring services to over 1.4 million elderly people.

Established in 1983, Enovation is the market leader for eHealth and collaboration systems in The Netherlands and is now operating in nineteen countries. Enovation UMO is the nerve centre from which innovative services are emerging, allowing resources to be shared and coordinated between independent living, supported living and hospital environments. Enovation UMO is part of a suite of secure communication software products from Enovation which help to bridge the gap between health and social care and enable effective communication between stakeholders.

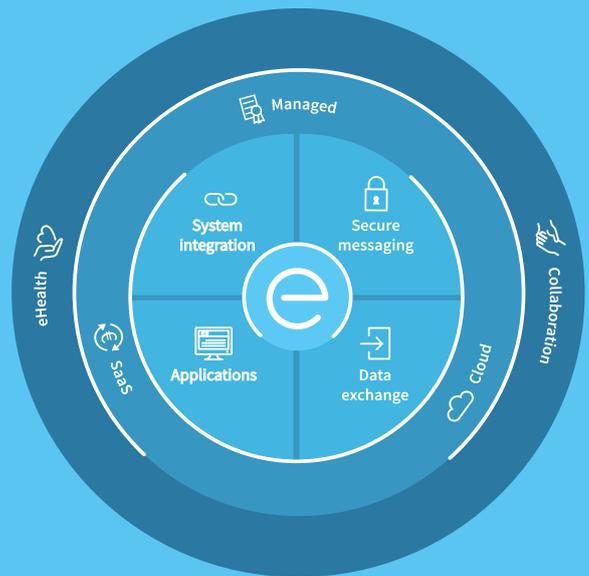
Our Philosophy

- Healthcare as a Service: Receiving care in a way you receive your regular consumer services
- Your health guide always online: An online coach who helps you to stay or become healthy
- Connected housing, health and social care: the right information available at the right moment for the right care givers and other stakeholders
- Technology enables more care to be delivered remotely: proactive guidance, regular contact, prevention and early intervention in active and healthy living
- People are healthcare “consumers”: Healthcare has to be available at the moment we want it, in the way we want it and being delivered with high consumer satisfaction

Our Strengths

- We are open and transparent
- We are independent from device manufacturers
- We are your experienced and reliable guide to secure information exchange in health, housing and social care

Our Platform



The Enovation Platform is an independent information exchange system that provides data to healthcare professionals at any time as an ongoing connected care scheme on an individual and personal basis.



An Enovation Platform module for Multiple service centre to support vulnerable people with a wide range of professional services using a wide range of devices of different brands.

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