

# The Digital Transformation Expert Guide Part 1

**Hayden Pickup, Customer Support Manager**

*Knowing where to start with digital transformation can be a minefield. As part of our continuous support to help our providers maximise the digital opportunities available, our series of expert blogs share insight from specialists at Tunstall Healthcare UK.*

*In the **first** of our series, our Customer Support Manager, Hayden Pickup, talks about how you can plan the transformation of your end-to-end technology enabled care (TEC) solutions and overcome any challenges to give you choice and control over your digital future...*

For several decades now, Tunstall has worked hand-in-hand with customers to help them deliver services that can (and often do) **transform lives**. Our Tunstall Services Platform, or TSP for short, is the software that underpins the day-to-day activity of more monitoring centres than any other.

A digital future presents many opportunities for our customers; opportunities to enhance and redefine the way that care can be delivered, but the journey to digital does bring its own challenges.

I'm fortunate to work with a team that spends most of its time directly interacting with our customers, understanding how things work in the real world of a monitoring centre, and it's been clear from the feedback they've received that our digital solutions should be built on two key principles: **reliability and simplicity**. These two principles have shaped and driven Tunstall's product development when looking at the transition ahead.

Many thousands of hours have been invested in testing and trialling Tunstall's digital alarm solutions. Our aim has always been to develop a solution for the future that maintains the high levels of availability and consistency that telecare and assistive technology has become synonymous with over many years.

At Tunstall, we believe the best solutions are those that are directly compatible with, and build on the strengths of, our current products and platforms. That way our customers can introduce new digital services alongside their existing operations without the need to sacrifice investments already made or embark on significant retraining exercises. This year, updates to Tunstall's TSP software suite have introduced support for the Now-IP and SCAIP/CENELEC open IP protocols, alongside the feature-rich IPACS protocol, developed in-house by Tunstall. Importantly, the call-handling "flow" is effectively the same across these new protocols so that the operator handling the call can focus on the service user and their needs, without the technology getting in the way.

In summary, we understand the challenges ahead and we're here to provide the right support, at the right time, so that all Tunstall customers can build on the successes they've had to date and take their services forward into a digital future.

**If you'd like more information on preparing for the digital transformation, [get in touch here](#).**