



# PNC

## Tunstall Service Platform

### What is it?

PNC is a real time call handling solution to manage and respond to alarms that are triggered by a service user or a device.

It provides the ability to respond to a high number of calls coming into a control centre from multiple sources.

As part of the Tunstall Service Platform, PNC can support multi tenancy, and multiple protocols, both analogue and digital.

### PNC key features

- **Supports Multiple Sources:** Dispersed alarms, Schemes, Mobile Devices (dementia, domestic violence)
- **Multi-tenant System:** Supporting multiple Control Centres
- **Call Overflow:** Managing peak call times
- **Call Conference and Forwarding:** Extending call handling capabilities
- **IP Connectivity:** IP protocols IPACS, SCAIP and more
- **Integrated Voice Recording:** Integrated with Call History
- **Skills Routing:** Based on operators' skills
- **Remote Programming:** To remotely configure & enquire Telecare Units and many more

### How does it work?

When an alarm is triggered, it sends a call to the Alarm Receiving Centre (ARC).

PNC triages the type of alarm coming in and directs the call to an operator to manage the call.

PNC provides the operator with all the information they need to respond effectively and provide the end user with the support they need.

It details the individual's information, information about their home, which equipment they have as part of their agreement and medical and emergency contact details.

The operator can directly call any of the emergency services, next of kin or medical professionals, depending on the type of incident the service user has encountered.

### Who is it for?

#### Service Providers Offering 24/7 monitoring service to:

- Service users
- Local authorities
- Insurance providers
- City councils etc.

## How can PNC support your service users?

- 24/7 monitoring to provide peace of mind to family and friends
- It can provide confidence that alarms calls will be dealt with quickly and effectively, ensuring the correct care is administered
- Family members will be contacted should anything happen to their loved one
- The ability to record, audit and report on the performance to ensure SLAs and correct levels of compliance are met
- Recording of calls and call conferencing to support training and quality control

## Why Tunstall?

Over the last sixty years, Tunstall Healthcare has pioneered the use of technology to enable independent living, creating Connected Healthcare solutions that support more than five million people and their families across the world.

We focus on using the latest digital and mobile technology to enable people to feel safe, secure and independent, giving them the freedom to live the life they choose.

## Which protocols & devices does PNC support?

Tunstall's PNC solution is compatible with more than 50 protocol families which encompass hundreds of individual protocols and signalling types.

A large number of devices are supported by PNC – an example but not inclusive list of supported devices are:

- Tunstall equipment
- A number of IP Protocols
- Mobile telecare devices
- Numerous 3rd party devices that use any of the supported protocols



Tunstall Healthcare (UK) Ltd is a member of the Tunstall Group.

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