



# Additional Components to Tunstall Service Platform

## Tunstall Service Platform

### What is it?

The Tunstall Service Platform (TSP) offers these core applications:

- PNC IP
- Service Manager
- Field Force Manager
- Proactive Services

There are also additional components that can be chosen by customers, depending on their requirements:

- Portal
- Data Warehouse
- API

### Portal key features

#### Capabilities

- Enables secure access to data managed across TSP via a secure internet connection, enabling outfield staff members to obtain up to date, accurate information
- Enables service user referrals to be processed efficiently
- Gives the ability to easily review and amend service user data
- Provides basic inventory management
- Offers standard reporting

#### Benefits

- Work can be conducted anywhere with an internet connection
- Increases service flexibility
- Enables delegated administration and increases data accuracy
- Faster processing of referrals
- Improved visibility for third parties/commissioners of assets and service reports
- Reduces administrative burden on service provider

## Data Warehouse key features

- Provides a daily Extract Transform and Load (ETL) data feed from TSP into a more intuitive database
- Gives detailed and structured information to allow customers run their own reports using their reporting tool of choice

## API key features:

Enables simple two-way integration into third party applications. Fully documented following industry standards used for API documentation, the PNC REST API can manage the following objects:

- **Calls** - Communications handled by PNC IP operators/monitoring system
- **Contacts** - All the service users and service agreement contacts
- **Referrals** - Service Management referrals
- **Requests** - Service Management change requests
- **Scope** - PNC Scopes
- **Service Agreements** - Dwelling details
- **Service Users** - Resident information
- **Stock Items** - Inventory data
- **Users** - System Users information and more

**All products are GDPR-compliant**



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

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