



Service Manager

Tunstall Service Platform

What is it?

Service Manager provides richer support for service users throughout their time with your service.

It's a comprehensive administration application that manages all of the back office procedures, from onboarding to decommissioning, improving efficiency and reducing risk of errors. Stock management, inventory control and incident management can all be enhanced.

Service Manager is GDPR-compliant and provides a collection of core reports to support and assist you in meeting your agreement SLAs.

Who is it for?

Service providers offering 24/7 monitoring service to:

- Service users
- Local authorities
- Housing providers
- Charities

How does it work?

When a new service user is set up with a new agreement, there are a number of steps that need to take place. Service Manager supports all aspects of the onboarding process:

- Referral
- Risk assessment
- Installation task management
- Stock allocation
- Form completion

A user's requirements can be gathered from a referral or a home visit can be arranged with a team of field engineers, who can assess the service user's needs and scope the device requirements.

Tunstall also provides an optional Field Force Manager tool to support these processes. See our separate Field Force Manager datasheet for more information. An installation can then be scheduled to set everything up in the user's place of residence.

All information is aligned with PNC, so that all the most recent information is available in real time.

Service Manager provides a collection of core reports to support and assist you in meeting your agreement SLAs.

Service Manager key features:

Referral Management:

- Reduces the need for paper forms
- Reduces risk of duplication of data and errors
- Processing referrals is faster and more efficient
- Third party integration through APIs allows referrals to be delivered directly from hospitals/GPs or any other entities

Inventory Management:

- Efficient stock management and allocation
- Better visibility of assets
- Barcode reading support
- Multiple stores management

Incident Management:

- Increases efficiencies by providing correct data to the operator
- SLA compliance support
- Integration to PNC allows immediate response to emergency situations
- Incident orchestration is streamlined, with all information held in one system
- Responders receive up to date information and can be more effective in dealing with incidents
- Full audit of how an incident was managed is easy to extract from the system
- Connection with first responders using SMS technology

Service Manager is a GDPR-compliant solution

Additional components

Service Manager supports optional additional components that can be added to the solution. To create your ideal service delivery model:

- **Field Force Manager** – for managing remote and field based workers
- **Data Warehouse** – for detailed reporting
- **API** – connectivity and integration
- **Portal** – third party remote access

Why Tunstall?

Over the last sixty-five 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.



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

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